

**acfb**Australian College
of Fitness & Bodywork

Student Handbook

2019

This student handbook is designed to keep you abreast of ACFB's policies and procedures prior to your enrolment and through the duration of your studies. It is a requirement of the AQF that we issue this to you. It is vitally important that you read and understand the information contained in this handbook which you will need to regularly refer to throughout the course. Please note: This student handbook will change from time to time and all students will be provided with an updated copy through their Learner Portal. By enrolling, each student accepts and agrees to any items updated within this handbook as part of their student obligations.



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Version Control Procedure				
Version	Date	Type of Change	Details	By Who
V6	28/01/2016	Major	Policy updates: additional fees, complaints & appeals, inclusion of VET VEE-Help information, completion dates, entry requirements, assessment grading method, professionalism & misconduct	Business Manager
V6.1	28/07/2016	Minor	Clarification of course/unit re-enrolment duration	Business Manager
V6.2	16/07/2017	Minor	Inclusion of Ringwood campus	Business Manager
V6.2	28/09/2017	Minor	Inclusion of Minimum suspension period	Business Manager
V6.3	13/12/2017	Minor	Policy updates: Fees, Professionalism & Misconduct, Disciplinary, Plagiarism and copyright.	Business Manager
V6.3	14/06/2017	Minor	Price Adjustment for Hard Copy course material	Business Manager
V6.3	03/12/2018	Minor	Clarification of extension fee due dates	Business Manager
V6.4	08/02/2019	Minor	Review of extension and transfer fees	Business Manager
V6.4	29/03/2019	Minor	Inclusion of Study Loans and updated refund policy	Business Manager
V6.4	10/10/2019	Minor	Change to hardcopy workbook printing fees	Business Manager

Welcome to ACFB

Welcome to the Australian College of Fitness & Bodywork (ACFB)

ACFB opened in 1989 and began delivering nationally endorsed training from 2001. We offer Industry and Nationally Accredited Certificates, Diploma, Advanced Diploma & short courses in Fitness, Massage & Bodywork. We are privileged to have highly qualified teachers for all of our massage courses and fitness courses, with in-depth knowledge and experience in their field of teaching and their respective industries.

With our long and accredited history & award winning training, along with our passionate approach to training, ACFB offers its students exciting, fun and empowering courses that prepare them for the workforce and enable them to become future leaders in these two dynamic industries.

This handbook is designed to keep you abreast of ACFB's policies and procedures prior to your enrolment and through the duration of your studies. It is a requirement of the AQF that we issue this to you. **It is vitally important that you read and understand the information contained in this handbook** which you will need to regularly refer to throughout the course. Feel free to ask our administration staff any questions regarding the content in this handbook.

We wish you well in your studies and remember we are here to help you succeed!



**acfb**Australian College
of Fitness & Bodywork

ACFB's Student Support Commitment

ACFB is responsible for, and dedicated to providing the best level of service, support and training and assessment available. The Australian College of Fitness & Bodywork leads the industry as the 2013 Victorian Small Training Provider of the Year and we are privileged to have a teaching staff with excellent qualifications and extensive current industry experience.

Victorian Small Training
Provider of the Year **2013**

**WINNER
VICTORIAN TRAINING
AWARDS 2013**



Administration & Contacting ACFB

The team at ACFB are always here to help you with any query regarding and are contactable via the details below.

General enquiries

03 9873 4858
1300 00 ACFB (2232)
enquiries@acfb.edu.au

Contacting your Trainers

03 9873 4858 (Option 2)
massagetrainers@acfb.edu.au
fitnesstrainers@acfb.edu.au

Administration / Paying Fees

03 9873 4858 (Option 3)
admin@acfb.edu.au

Enrolments

03 9873 4858 (Option 1)
enquiries@acfb.edu.au

Submitting overdue assessments

myassessments@acfb.edu.au

Student Support

studentsupport@acfb.edu.au

RPL Applications

rpl@acfb.edu.au

Mailing Address

Mitcham Campus

Suite 4/333 Mitcham Road
Mitcham, Vic, 3132

Ringwood Campus

263 Maroondah Hwy,
Ringwood, Vic, 3134

Opening hours

Monday: 8:30am – 5:00pm
Tuesday: 8:30am – 9:00pm
Wednesday: 8:30am – 9:00pm
Thursday: 8:30am – 9:00pm

Friday: 8:30am – 5:00pm
Saturday: 8:30am – 5:00pm
Sunday: CLOSED

Please note: *This student handbook will change from time to time and all students will be provided with an updated copy through their Learner Portal. By enrolling, each student accepts and agrees to any items updated within this handbook as part of their student obligations.*

Accreditation

The Australian College of Fitness & Bodywork is accredited through the Australian Skills and Quality Authority (ASQA). Our nationally accredited course list is available on www.training.gov.au.

Student Responsibility

Students are required to adhere to all of ACFB's policies and regulations, act professional and in a non-discriminatory manner at all times and respect the rights of students, clients and staff. If a student is found to have acted in a way that ACFB deems to be misconduct, disciplinary action may be taken in the form of the suspension or cancellation of a student's enrolment as outlined in the document.

ACFB will endeavor to provide you with the best possible training, ongoing communication and any reasonable additional assistance you may require to complete your qualification. However, it is each student's responsibility to contact ACFB regularly at all stages throughout their course in order to progress and keep up to date with their studies. By enrolling, each student accepts this, and ACFB accepts no responsibility for the level of contact made throughout a student's course. If you require additional support at any stage through your course, please contact us on 03 9873 4858 and we will be more than happy to help.

Study Options

ACFB provides three (3) study options to choose from; On-campus, On-campus FLEXI and Distance learning. All students have access to a detailed and easy-to-use eLearning platform where they can view and download course material, complete and submit assessments, watch practical films, interact with other students and trainers through a course forum and much more.





Enrolment Information & Fees

Enrolment Entry Requirements

ACFB conducts a **pre-enrolment interview** (Pre-Training Review) with all candidates who enrol to study a vocational course, and students are encouraged to contact ACFB prior to enrolment to discuss their course options, study needs, academic suitability, funding eligibility (if applicable), fees, timetables and ACFB's policies.

ACFB provides training to all eligible domestic students looking to complete courses within our scope of practice as published on www.training.gov.au. Any student wishing to enrol in a course at ACFB must be 18 years of age and over. A minimum of year 10 English or equivalent is required prior to commencing any course at ACFB. Students are encouraged to contact ACFB prior to enrolment to discuss their course options, study needs, fees, timetables and ACFB's policies.

Core Skills and Academic Suitability

Students must be academically suited to undertake their chosen and approved course and *meet any other specified entry requirement for the course*.

For enrolments in an Advanced Diploma level course:

- a) *ACFB must obtain a copy of a HLT50307/HLT52015 Diploma of Remedial Massage certificate that has been awarded to the student; and*
 - b) *the course for the qualification was delivered in English.*
- and,
- c) *ACFB reasonably believes that the student displays that competence;*

For enrolments in a VET Student Loans enabled course:

- a) *obtains a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12;*
- or,
- b) *ACFB must obtain a copy of a certificate (however described) that a qualification at level 4 or above in the Australian Qualifications Framework has been awarded to the student; and*
 - c) *the course for the qualification was delivered in English.*
- or,
- d) *the student is assessed[^] as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool* approved under section 82; and*
 - e) *ACFB reasonably believes that the student displays that competence;*

Also, ACFB must *believe on reasonable grounds that the student is academically suited to undertake the course*.

For enrolments in a Certificate IV level course:

- a) *obtains a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12;*
- or,
- b) *ACFB must obtain a copy of a certificate (however described) that a qualification at level 3 or above in the Australian Qualifications Framework has been awarded to the student; and*



- c) *the course for the qualification was delivered in English.*
- or,
- d) *the student is assessed[^] as displaying competence at or above Exit Level 2 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool* approved under section 82; and*
- e) *ACFB reasonably believes that the student displays that competence;*

For enrolments in a Certificate III level course:

- a) *obtains a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12;*
- or,
- b) *ACFB must obtain a copy of a certificate (however described) that a qualification at level 2 or above in the Australian Qualifications Framework has been awarded to the student; and*
- c) *the course for the qualification was delivered in English.*
- or,
- d) *the student is assessed[^] as displaying competence at or above Exit Level 1 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool* approved under section 82; and*
- e) *ACFB reasonably believes that the student displays that competence;*

** Please note: The assessment tool used by ACFB and approved by the Department is the Core Skills Profile for Adults (CSPA) tool. All assessments are conducted with honesty and integrity. CSPA is an online assessment of foundation skills that assesses and reports on learner's skills instantly with reports on candidate performance available immediately after completion of the assessments for use as evidence of competency.*

[^] The results of assessing a student's competence in reading and numeracy will be provided:

- (a) to the student as soon as practicable after the assessment; and*
- (b) to the Secretary in the form, manner and by the time requested by the Secretary.*

If we detect the potential student may have difficulty with the course due to lower than required communication or core skills level, ESL, has a special learning need and/or disability and/or has not completed any previous qualifications, ACFB may request a student completes a Core Skills Assessment, irrespective of having completed a qualification level listed above (a, b & c above), so that ACFB may gain a better understanding of their Core Skills level, training needs and academic suitability.

If ACFB feels that a person would not be able to cope with the workload, language barriers or course requirements, they will be notified prior to enrolment and provided with other opportunities or avenues to assist them. ACFB may provide them with flyers and brochures from the ELS teaching department at Box Hill TAFE who can recommend courses for people with Core Skills difficulties.

Prior to enrolment, if a person considers them self to have a disability or impairment, they should notify ACFB so we can take them through the course details and provided them with a realistic course overview to suit their specific needs. This may include (for example):

- modification of the course delivery / structure
- additional support from an internal mentor
- the change from on-line assessments to hardcopy (or vice versa)
- on-going assistance from ACFB's Student Support Officers



- any internal support or assistance that is within ACFB's power to provide will be offered to the potential student

This can be done either through an informal meeting (with a follow-up email documenting what is involved in the course and any changes from ACFB or requirements from the potential student). Or a formal meeting with the potential student and / or their support person / case worker. This information is available on ACFB's website at: <http://www.acfb.edu.au/faqs>

Pre-Training Review

Prior to enrolment, ACFB will conduct a pre-training review with all students looking to enrol. Through our pre-training review we work with each student to determine:

- training and career goals
- any special learning requirements they may need
- any potential obstacles that may arise in the pathway to achieving these goals
- delivery method preference and suitability (to their learning style and life style)
- need for any additional support
- and further discuss:
 - General course details and guide;
 - Core/elective competency notional times;
 - Fees and admission procedures;
 - Certification gained on completion;
 - USI requirements
 - Competency information;
 - Assessment procedures;
 - Enrolment and eligibility requirements including; citizenship, residency and age (if applicable) evidence
 - Any applicable forms/documents, and
- *Note; ACFB makes all attempts to hold a face-to-face discussion (on campus) with each potential student (where possible) prior to enrolment to assist them further in their chosen course. If the potential student is required to complete a Core Skills Assessment, this is sent to the student prior to enrolment.*

If you require support at any stage through your course, please contact the Student Support Officer, Course Coordinator or Business Manager on 03 9873 4858 and we will be more than happy to help.

Student Selection Process

As a VET Provider of more than 30 years in the industry, ACFB has open, fair and transparent procedures that are based on merit for making decisions about: the selection, from among persons including those who are, or would be, entitled to Skills First Funding and/or VET Student Loans assistance undertaking a VET course of study.

If a student wishes to enrol, the enrolment form and any other applicable form and evidence as outlined and referenced in this procedure must be provided to ACFB. Once these forms and evidence have been received, a decision based on merit will be made to determine the selection of the student, their eligibility and academic suitability into their chosen course. The outcome will be provided to the student as soon as reasonably possible.

All documents and evidence provided by the student will be retained by ACFB.

If ACFB feels that a person would not be able to cope with the workload, language barriers or course requirements, they will be notified prior to enrolment and provided with other opportunities or avenues to assist them. ACFB may provide them with flyers and brochures from the ELS teaching department at Box Hill TAFE who can recommend courses for people with Core Skills difficulties.

Enrolment Requirements

A student may enrol by completing the on-line enrolment forms on ACFB's website. Once completed, it will come to ACFB for approval and any evidential forms must accompany an enrolment in hard copy. **Please note: If a student applies for a VET Student Loan, there is a two (2) day cooling off period after they sign an enrolment form.** This process may take up to approximately five (5) business days if all forms are included and payment is made. *Please note: by completing the government funding component of the online enrolment process, it does not guarantee a person's eligibility. This will be assessed by an ACFB authorised officer.*

Enrolment forms can also be sent to ACFB either by mail, fax, and email or in person using the details on the previous page. In order for a student to start their course, or lock in their seat, either a no-deposit instalment plan, or deposit or MUST accompany an enrolment form. This process may take approximately five (5) to ten (10) business days. Once a student enrolls, an invitation will be emailed (from - donotreply@mywisenet.com.au) to them to join their eLearning platform. This email will also outline instructions on how to navigate and get the most out of your course. *In order to use your eLearning platform to its full potential, you MUST use either Google Chrome or Mozilla Firefox. Internet Explorer is not compatible.*

Course Orientation & Completion Dates

On-campus students

Orientation day is compulsory for all students and is conducted on the first day of class. Orientation day enables student's to familiarise themselves with college policies and procedures, assignments and report writing and referencing amongst other things. Student's must also complete and sign the *Training Plan, Induction Form and Medical History form* which will be provided on orientation day.

Maximum Course Completion Duration: three (3) months after last scheduled (timetabled) class

On-campus Flexi / Distance learning

Students studying via on-campus FLEXI or distance learning will have a mentor as part of their course who will call them within seven (7) days of enrolment to introduce themselves, further understand their training needs, help them get started in their course and develop a training schedule to suit their needs if required.

Maximum Course Completion Duration:

- Personal Trainers Course: **SIS30315 = six (6) months. SIS40215 = six (6) months = twelve (12) months combined**
- HLT42015 Certificate IV in Massage Therapy: **nine (9) months**
- HLT52015 Diploma of Remedial Massage: **twenty-one (21) months:**
(Section 1 – nine (9) months, Sections 2 & 3 – twelve (12) months)

Course completion – All students are required to abide by the course completion dates as outlined above.

Recognition or Prior Learning (RPL) / Current Competency (RCC)

If a student has prior education or experience and believes that they may be exempt from one of the units or learning outcomes/performance criteria, they can complete a “Recognition of Prior Learning” form, and submit all relevant documentation required, to the course coordinator. Please refer to the RPL application forms on ACFB’s website – www.acfb.edu.au. *Please Note: ALL RPL requests are to be finalised **prior to enrolment**. NO RPL will be given once a student has been enrolled.*

Instalment plans

ACFB’s preferred instalment option is via Direct Debit (please note: this option incurs a one (1) off setup fee of \$10). Please complete a **Direct Debit Application Form** located on ACFB’s website. Please note:

- Instalment plans are organised at the time of enrolment and will be included in the course receipt.
- Students must ensure sufficient funds are in their account prior to each scheduled instalment.
- Failure to remain up to date with instalments without notifying ACFB may result in cancellation of class/session attendance, enrolment and possible debt collection action.
- It is the student’s responsibility to comply with scheduled listed fees commitment and to inform ACFB in writing if any problems occur.
- Students with outstanding fees (including extension fees) or library loans will not be eligible to graduate.

Study Loan

ACFB students have the advantage of applying for a loan through **Study Loans** to pay for their course fees (between \$2,001 to \$15,000). This type of loan can take away the hassle of paying the entire course fee prior to graduation, as it can be spread over a longer duration (up to 4 years).

However, this is a loan through a separate Lender which incurs interest. Eligibility criteria applies and all students utilising this method of payment must ensure they remain up to date with their instalments. Students are subject to the terms and conditions listed on the Study Loans website and contract, alongside ACFB’s terms and conditions. Failure to remain up to date with the Study Loan may result in the cancellation of class/session attendance or enrolment. ACFB recommends seeking financial advice from an accountant prior to taking on a Loan.

Please note: Study Loans is a separate Lender and is not part of ACFB. Each student accepts all responsibility associated with their Loan and ACFB is not liable for any losses, liabilities, or costs arising from a student’s Loan. For more information, please visit the Study Loans website below:

- <https://studyloans.com.au/education-providers/australian-college-of-fitness-and-bodywork/#main>

Fees

For up to date information relating to course fees, fee schedules, please contact administration or refer to acfb.edu.au. Course fees are tax deductible as self-education expenses provided the education for which the expenses are incurred are directly relevant to a student’s current employment position. Contact your accountant for specific advice.

Upfront fee protection

If ACFB is unable to provide services for which a student has prepaid, then:



- the student will be placed in an equivalent course or delivery method such that;
 - the new location is geographically close to where the student had been enrolled, and the student receives the full service for which they have prepaid at no additional cost to the learner, or
- if an equivalent course is not available, the student is provided a refund of any prepaid fees for service (course duration) yet to be delivered.

Additional Fees

Purchases

Hard copy course workbooks – SIS30315 (electronic available for FREE)	\$40
Hard copy course workbooks – SIS40215 (electronic available for FREE)	\$50
Hard copy course workbook – HLT42015/Section 1), HLT52015 (Sections 2&3) (electronic available for FREE)	\$45 each
Hard copy course workbook – 22316VIC (electronic available for FREE)	\$55
Additional ACFB polo shirt	\$30
Oil bottle & Holster	\$20

Certificates

Certificate re-issue	\$25
Statement of Attainment / Statement of Results re-issue	\$10
Issue of certificates via registered mail (Pick up FREE)	\$10
Issue of Certificate IV in Massage Therapy if enrolled in the Diploma of Remedial Massage	\$250

Course Transfers

Course Transfer (under one (1) month from enrolment date)	No Fee
Course Transfer <i>FLEXI/Distance to On-campus</i> (over one (1) month from enrolment date) # New Completion dates: As per Class timetable.	\$200
Course Transfer <i>On-campus to FLEXI/Distance</i> (over one (1) month from enrolment date) # New Completion dates: Current time spent in course will be deducted off maximum course (section) completion duration. (Outlined on Page 8)	\$200
Course Transfer <i>On-campus to On-campus</i> (to the same point in timetable) # New Completion dates: As per Class timetable.	\$200
Course Transfer <i>On-campus to On-campus</i> (Repeating subjects/units of competency) # New Completion dates: As per Class timetable.	Cost of subjects/units of competency

Course Extensions

One (1) month course extension # SIS30315, SIS40215, 22316VIC, HLT42015, HLT52015 (Section 1) # HLT52015 (Section 2&3)	\$100^
Three (3) month course extension # SIS30315, SIS40215, 22316VIC, HLT42015, HLT52015 (Section 1) # HLT52015 (Section 2&3)	\$200^

Assessment Extension

Practical demonstration re-assessment/missed assessment	\$50
Final practical demonstration re-assessment/missed assessment	\$100



Assessment extension <i># If student requires multiple assessment extensions throughout their course, and then requires a course extension, the assessments extensions will be removed.</i>	\$20 ^
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Direct Debit

Direct Debit Rejection or Insufficient Fee Transaction	\$20
Direct debit set-up	\$10

Clinic Payout

Certificate IV in Massage Therapy <i>Clinic payout over minimum requirements (Scholarship students ONLY)</i>	\$20 per clinic
Diploma of Remedial Massage <i>Clinic payout over minimum requirements (Scholarship students ONLY)</i>	\$30 per clinic
Advanced Diploma of Myotherapy <i>Clinic payout over minimum requirements (Scholarship students ONLY)</i>	\$35 per clinic

^ These fees are donated to charity as outlined on the applicable extension forms

Non VET Student Loans Enabled Courses & Students – Refunds & Withdrawals

This section is applicable to students who are not studying a VET Student Loans enabled course and/or who are not eligible for VET Student Loans assistance.

Prior to Commencement

Withdrawals from a course must be made via email to admin@acfb.edu.au. The withdrawal process will start from the date received. A full refund will be provided if received 30 days or more prior to course commencement. A partial refund will be provided if written advice has been received:

- within 30 days prior to course commencement (less \$50 cancellation fee)
- within 7 days prior to course commencement (less \$100 cancellation fee)

Post Commencement

Withdrawals from a course must be made via a completed Withdrawal Form and sent to admin@acfb.edu.au or handed into the campus. The withdrawal process will start from the date received.

On-campus

There will be NO refunds of course deposits (or equivalent payments), or Study Loans or transfers after the course commencement date. Course fees are transferable 30 days prior to course commencement; however, a transfer fee applies. In the unlikely event that a class is postponed or cancelled, you will be given the option of transferring to an alternate class/intake or a full 100% refund. Enrolment fees cannot be transferred to another person.

On-campus FLEXI and Distance Learning

Once a student has commenced their course by accessing their student webpage, or by receiving their course material up to the time they wish to withdraw, no refund will be issued for fees paid, or Study Loan payments up to that time.

General Withdrawal Information

- Enrolment fees cannot be transferred to another person.
- Any RPL costs will be considered when calculating refunds.
- All students who enrol in a course and do not attend their classes/sessions or communicate their intention to defer their studies in any three (3) month period will be withdrawn from their course and they will forfeit any monies paid, including Study Loan payments received by ACFB.
- All payments received prior to the date of withdrawal, including Study Loans, will be forfeited by the student.



- Exceptional circumstances will be considered at the discretion of the Principal and Program Manager.
- All refunds are calculated on course duration and not content completed.
- Refunds will be paid within 28 after the withdrawal date.
- All massage students on a scholarship who are required to complete student clinics on-campus as part of their course, MUST pay out these clinics (over the minimum requirements) if they do not wish to complete them.
- Students may wish to suspend their course and commence it at a later date. For students who wish to choose this option, they need to address it in writing to ACFB's Program Manager.
- Students wishing to transfer to another delivery method or intake will be required to pay a transfer fee. If the student is a full fee student (FFS) their course fee will be adjusted accordingly.

VET Student Loans

VET Student Loans Enabled Courses – Refund Policy

Refunds – students who **are** eligible for VET Student Loans assistance

This section is applicable to students who are, or would be, entitled to VET Student Loans assistance enrolled in a VET Student Loans enabled course offered by ACFB. Census dates are outlined on ACFB's website – acfb.edu.au.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- the student will not incur a VET Student Loans debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- no refund is applicable; and/or
- the student will incur a VET Student Loans debt.

Re-crediting a FEE-Help Balance

The Australian College of Fitness & Bodywork will conduct this procedure in compliance with the requirements of the VET Student Loans Rules (s89).

ACFB will:

- set a census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study;
- ensure that all students are informed of the census date for each VET unit of study in the manner and by the date prescribed in the VET Administration Guidelines;
- ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance.

If a student who has requested VET Student Loans assistance withdraws from a VET unit of study on or before the census date for that VET unit of study, the student will not incur a VET Student Loans debt for that VET unit of study.

If a student who has requested VET Student Loans assistance withdraws from a VET unit of study after the census date for that VET unit of study, the student will incur a VET Student Loans debt for that VET unit of study.

A student who has incurred a VET Student Loans debt for a VET unit of study may apply to have their FEE-HELP balance re-credited for the affected VET unit of study in accordance with the following procedure.

Special circumstances

If a student withdraws from a VET unit of study after the census date, or has been unable to successfully complete a VET unit of study, and believes this was due to special circumstances then the student may apply to have their FEE-HELP balance re-credited for the affected VET units of study.

ACFB will re-credit the student's FEE-HELP balance if it is satisfied that special circumstances apply that:

- are beyond the student's control; and
- did not make their full impact on the student until on or after the census date for the VET unit of study in question; and
- make it impractical for the student to complete the requirements for the VET unit(s) of study in question.

ACFB will be satisfied that a student's circumstances are beyond the student's control if a situation occurs that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim. Initial applications for the re-crediting of a student's FEE-HELP balance are to be made, in writing, to ACFB's Administration Manager.

Att: Administration Manager

ACFB

Suite 4/333 Mitcham Rd

Mitcham, Victoria, 3132

The procedure for the re-crediting of a FEE-HELP balance is as follows:

- when a student withdraws from a VET unit of study, ACFB shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect;
- when a student fails to meet the requirements of a VET unit of study, ACFB shall confirm the failure by giving notice to the student in writing of the final result for that VET unit of study after results for that VET unit of study have been formally approved;
- the student must apply in writing to the Administrator Manager within 12 months from the date specified in the notice as the day of withdrawal or the date of receiving their final results for the VET unit of study. ACFB may exercise its discretion to waive this requirement if in its opinion, it was not possible for the application to be made before the end of the 12 month period;
- The Administrator Manager shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;
- The Administrator Manager shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome.

The Administrator Manager will consider the application and will agree to such requests if they are satisfied that there were special circumstances in the student's case. If a decision is made to re-credit the student's FEE-HELP balance, ACFB will notify the Department of Education and will repay to the Commonwealth any VET STUDENT LOANS assistance received on the student's behalf and the student's VET Student Loans debt for those VET units of study will be removed.



Review of a decision

If a student is not satisfied with the decision made by the Administrator Manager in relation to re-crediting their FEE-HELP balance they may request a review of the decision.

The review shall be carried out by the Review Officer who is not involved in the original decision making and is senior to the original decision maker.

Any such request must be submitted to the Review Officer in writing and:

- include the date of the original decision
- must be lodged within 28 days of receiving notice of the original decision, unless ACFB has allowed a longer period; and
- must specify the reasons for making the request.

A student must provide original, independent documentation as part of any application due to special circumstances. The documentation must clearly indicate the following:

- the level of impact of the special circumstances
- what the special circumstances were
- when they occurred
- how long they lasted; and
- for applications relating to a remission/refund of debt, that the circumstances made their full impact on the student on, or after, the census date.

This documentation should include:

- Medical Reasons – a statement from an appropriate health care practitioner that states:
 - The date your medical condition began
 - How your condition affected your ability to study
 - When it became apparent that you could not continue your studies or that your studies would be impacted in some way

Note: The student should inform their doctor that the statement will be sent to ACFB in support of your application for consideration under special circumstances.

- Family/Personal Circumstances – a statement from a doctor, counselor or independent member of the community, for example a Justice of the Peace or a Minister of Religion, stating:
 - The date your family/personal circumstances began or changed
 - How your circumstances affected your ability to study
 - When it became apparent that you could not continue your studies or
 - that your studies would be impacted in some way.
- Employment Related Reasons – a statement from your employer stating:
 - Your previous work hours and location
 - Your current work hours and location
 - The reason for changed hours and location

Att: Review Officer

ACFB

Suite 4/333 Mitcham Rd

Mitcham, Victoria, 3132



The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a FEE-HELP balance in writing and inform the applicant that if the Review Officer has not advised the applicant of a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision.

This notice shall also advise the applicant that they have the right to apply to the Administrative Appeals Tribunal for a review of the decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

The Review Officer shall:

- seek all relevant information from the person who made the original decision;
- review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.

The Review Officer may:

- confirm the original decision;
- vary the original decision; or
- set the original decision aside and substitute a new decision;

The Review Officer will give written notice of the decision setting out the reasons for the decision. The applicant shall also be advised in the decision of the right to apply to the Administrative Appeals Tribunal for a review of the decision; and be provided with the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal as follows:

If you wish to further appeal this decision you may lodge an appeal with the Administrative Appeals Tribunal (AAT). The current fee to lodge an application with the AAT for the review of a decision is \$861 (GST exempt) for 2014 and is indexed annually. In certain circumstances, this fee can be reduced to \$100. If your application will be dealt with in the Small Taxation Claims Tribunal, the application fee is \$85. This fee cannot be reduced.

Your application cannot proceed until you pay the application fee. The AAT may dismiss your application if you do not pay the application fee within six weeks of lodging your application.

If you have paid a full application fee and the application is resolved in your favour, most of it will be refunded. There is no refund if you paid the reduced application fee or if your application was dealt with in the Small Taxation Claims Tribunal.

The contact details for the AAT are:

Level 16, HWT Tower, Southgate
40 City Road
Southbank VIC 3006
(03) 9282 8444

Where a student is unsatisfied with the reviewed decision, they may apply to the Administrative Appeals Tribunal for consideration of the Institute's decision to refuse to re-credit their FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to the Institute either in the original application or the request for review.



The Secretary of the Department of Education, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Department of Education's receipt of a notification from the AAT, they will notify ACFB that an appeal has been lodged. Upon receipt of this notification from the Department of Education, the Review Officer will provide them with copies of all the documents they hold that are relevant to the appeal within five (5) business days.

Cancellation of Enrolment

In the event that ACFB is required to cancel a student's enrolment, ACFB will:

- provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and
- provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed; and
- set out the circumstances in which fees for the course, or the part of the course, concerned will, or will not be, refunded.

Note

ACFB will not, after the withdrawal, enrol a student in an approved course or a part of an approved course without the written permission of the student (which must be given after the withdraw).

Skills First Funding

ACFB is an approved Registered Training Organisation that provides government subsidised training through the Skills First Scheme. This program makes training more accessible to people who want to gain a qualification that is higher than the highest qualification they already hold, or who have no previously completed qualifications. For more information and to see if you are eligible, please contact ACFB on 03 9873 4858 (option 1 or 3). You can also find out if you are eligible through the [Funding Eligibility Indicator](#) website.

ACFB's Scholarship Program

A scholarship at ACFB is only available to **On-campus and on-campus FLEXI massage** students who are not eligible for the Skills First Funding or VET Student Loans. This program is a great way for students to utilise the skills and knowledge they learn within their course and implement them within a real clinic environment that is open to the general public. The money generated from these clinics goes towards helping the student pay their course fees.

If a scholarship student wishes to complete less clinics than organised in their contract (above the course requirements), they can choose to pay out their clinics. Please see ACFB for more details. Please refer to the 'Refund Policy' heading of the document. There is NO clinic payout option for massage students not on a scholarship.

General Course Information

Work Placement and Student Bootcamps

Students studying a fitness course are required to complete work placement as part of their course. The relevant work placement documents are available on each student's eLearning platform. Student's will need to source their own work placement and **MUST** have these forms signed by the business the work placement will be conducted at and returned to ACFB **prior to commencing**.

All students studying fitness courses on campus are required to complete part of their work placement requirements within ACFB's student boot camps. Please contact ACFB for further details.

Student Clinics

All students studying a massage course are required to complete practical clinics within ACFB's student clinic. The number of clinics varies depending on their course, scholarship or funding assistance. Please see ACFB for further details. ACFB understands that some students may have religious beliefs that may prevent them from conducting massages (and/or conducting and receiving massages during classes) from the opposite sex. It is a requirement of the course to work on both sexes. Students with these beliefs will need to conduct and document a massage on a family member of the opposite sex that they are comfortable with. *All other massage students will need to perform massages on both sexes.*

ACFB's Mentoring Program

ACFB understands that studying a course from home can be hard. That is why we offer our students studying via on-campus FLEXI and distance learning a mentor who is there to support them throughout their course. A student's mentor is one of the expert trainers at ACFB and is available for the student to call or email with questions about their course. They will also call the student to support them in their progress and offer assistance.

First Aid Training

Students studying via distance learning can either attend an ACFB scheduled first aid class or enrol in an approved equivalent First Aid course at an external registered training Facility. This will be at the cost of the student. ACFB recommends St John's First Aid training who provides one and two-day courses across Australia. Simply call 1300 360 455 or visit their website www.stjohn.org.au to find your nearest center. If you have already completed a First Aid course, please supply a copy to your course coordinator.

Course Suspensions and Extensions and Transfers

ACFB provides the opportunity for students to suspend or extend their course. Maximum durations are outlined on page 8 of this Handbook. Please note that if the student has a valid reason and can provide evidence (ie: medical certificate) a course may be extended or suspended longer. There are fees associated with extensions and transfers and these are outlined in the 'Fees' section of this Handbook.



- **Course Suspension**

A course suspension is a break from studying. The maximum duration you can suspend your course is outlined on the Suspension form.

- **Course Extension***

A course extension provides the student with extra time to complete their course. The maximum duration you can extend your course is outlined on the Extension form.

- **Assessment Extension***

An assessment extension provides the student with extra time to complete a specific extension.

- **Course Transfer***

A course transfer is when a student moves between either different delivery methods or a different timetabled class in the same course.

***Please Note:** Please refer to the 'Fees' section of this Handbook or contact ACFB to enquire about any costs that may be associated with these options. All fees associated with an extension or transfer, **MUST** be finalised PRIOR to the extension or transfer commencing. Students can include this fee within an existing direct debit plan.

Attendance

To maximise this training opportunity, attending scheduled classes and sessions is paramount in maximizing your full potential in these exciting industries.

- ALL ON-CAMPUS CLASSES HAVE AN 80% ATTENDANCE RATE.
- ALL ON-CAMPUS FLEXI **MUST** ATTEND ALL ONE-ON-ONE SESSIONS.
- Diploma of Remedial Massage students studying via this delivery option **MUST** attend all one-on-one session on-campus to be eligible to apply for a health care provider number.

If classes are missed, it is the responsibility of the student to obtain the required homework. It is imperative that student's contact ACFB if they will be absent for practical assessment, assignment presentation, excursion or other similar important occasions. Special consideration for assignments and examinations may be granted. Special consideration should be negotiated with the teacher prior to any theory exam, practical assessment or excursion.

Amenities / Student Notice Board / Timetables

ACFB's has a common-room with student computers and library that is available for all students to use. Kitchen facilities include a microwave, fridge and crockery. Student's must wash, dry and pack away all of their dishes at the time of use. Timetables are provided to all students and staff prior to the commencement of each semester. Up-to-date copies are available on each student's webpage.

Course Assessment Information

Assessments

Because of the high standards set by the ACFB, *some subjects have a 90% pass mark*. Students should therefore strive to attain the best mark possible and there is a minimum pass mark for each unit/subject. Assessments will be marked against the performance criteria of the National Competency Standards. ACFB will assess the competency standards of student's in

many ways including, but not limited to: short answer question, case studies, written assignment, take home exams, essays and practical demonstration. Students are required to pass all assessments, in order to be deemed competent in that subject. ACFB endeavors to assist all students in achieving their training goals.

All assessments are completed and submitted through each students eLearning portal and each assessment has an open and close date. Once submitted, these assessments will then be marked and the results posted on each students grades page, along with feedback on your performance and your corresponding result. Students are allowed up to two (2) attempts per assessments unless organised by ACFB's course coordinator. Students who are deemed NOT COMPETENT may be re-assessed after review. *It is the sole responsibility of the student to review all required course material prior to an assessment and no responsibility will be taken by ACFB for students who have not been deemed competent.*

Assessment Grading: All subjects / courses will be graded according to the following grading scales:

Course Grading

C – Competent NYC – Not Yet Competent RPL – Recognition of Prior Learning

Assessment / Unit Grading

S – Satisfactory NYS – Not Yet Satisfactory RPL – Recognition of Prior Learning

Missed or Late Assessments

If a student does not submit an assessment by the due date without a valid reason, they MUST contact the course coordinator to organise their assessment to be opened. They may also be required to complete an extension form which is available at ACFB and on each student's webpage

Practical Assessments

If a student is deemed not yet satisfactory (NYS) on their first attempt on any practical assessment, they will be provided with another opportunity to complete their assessment at no cost. If the student is still deemed not yet satisfactory (NYS) on their second attempt, they will be required to pay a re-sit fee for their third re-sit attempt. If the student is deemed not yet satisfactory (NYS) on their third attempt, they will need to re-enrol in that unit and pay the unit cost.

Final Practical Demonstration

If a student is deemed not yet satisfactory (NYS) on their first attempt on their final practical demonstration/assessment, they will be provided with another opportunity to complete their assessment at no cost. If the student is still deemed not yet satisfactory (NYS) on their second attempt, they will be required to pay a re-sit fee for the third attempt. If the student is deemed not yet satisfactory (NYS) on their third attempt, they will need to re-enrol in the related units and pay the unit costs.

Resubmitting Assessments

If a student is required to resubmit an assessment, they MUST complete the resubmission within the designated timeframe, or they will be required to re-enrol in that unit.

What do I need to Complete to Graduate?

Each student will be able to see all their assessment requirements and what they need to complete to graduate on their student webpage throughout their course. *See also - Academic Transcripts & Graduation Procedure on page 28.*

Student Code of Conduct

Fitness Classroom Equipment & General Equipment at ACFB

Within ACFB in general, and specifically the Fitness classroom at ACFB's Ringwood campus, we have a variety of equipment and machines. This equipment is **ONLY** to be used during lessons/classes/one-on-one session and **ONLY** under the strict supervision of an ACFB trainer (who is directly qualified to use the specific equipment). During a teaching session, students **MUST** use the equipment for its intended purpose in a safe and responsible manner as demonstrated and instructed by my trainers. ACFB will not be liable and accepts no responsibility for any injuries caused by the use or incorrect use of equipment.

Equal Opportunity & Duty of Care

ACFB is committed to a policy of providing a work and study environment free from harassment and discrimination of any kind. Staff and students are required to adhere to a standard of conduct that is respectful of all persons within the ACFB environment. ACFB will not tolerate any form of harassment or reprisal. Please inform ACFB and your teachers of any personal requirements that you may need as a result of your religion, sex, marital status, study support, academic support, or any other reason and ACFB will attempt to accommodate your needs.

The primary duty of care of the principal / coordinator / trainer / student is to ensure the safety of all students and members of staff. The principal / coordinator / trainer / student will act at all times with honesty, integrity and responsibility towards students and members of staff within ACFB framework. The principal / coordinator / trainer / student will, under no circumstances, knowingly undertake any action or treatment that would adversely affect the health or wellbeing of any student, member of staff or client alike.

The Australian College of Fitness & Bodywork recognises that a significant aspect of quality of training programs relies on effective support and management of student and staff welfare. Considering this, ACFB is committed to providing both students and staff with adequate access to:

- Educational, vocational, and personal counseling services
- Guidance and support with financial requirements specifically related to training and education at the College
- Information relating to OH&S, equal employment opportunity and anti-discrimination policies as is appropriate and relevant
- In the event that required support extends beyond the College's capabilities ACFB will source/give referral information for relevant organisation/s that supply required support service/s

In the event that a student is threatening or acting indecent towards other students or staff members welfare, by means such as, but not limited to the misconduct outlined in this document, or; sexual, racial, physical and/or mental harassment, ACFB's principal and course coordinator have a duty and the authority to remove that student(s) from studying at ACFB to maintain the balanced environment of a course and/or class.



Professionalism, Misconduct and Disciplinary Process

ACFB facilitates learning for all students without interference or disturbance from others and encourage students to respect and protect the rights of others. Students are required to act professionally and treat each other and all ACFB staff and trainers with respect at all times. Students will also uphold the standards of ACFB when they are engaged in excursions/ events.

Misconduct means any conduct that is prejudicial to the good order and discipline of ACFB. The following are examples of misconduct that will not be accepted:

- willful damage or removal of property/theft
- assault or harassment (physical or verbal) of any kind
- cheating or attempting to cheat, or assisting any other student to cheat by any means
- negligent or disorderly conduct towards a staff member or student
- disrespectful, patronizing or offensive behaviour towards other students, staff members or clients
- disrupting a class by any means
- being under the influence of alcohol or drugs
- smoking in the building
- eating and drinking in class rooms
- infringing copyright \ plagiarism
- consistently attending classes late.

ACFB reserves the right to remove a student from a session/class or course if they feel that student may be a risk to the safety of other students, staff and trainers. Student discipline issues will be handled promptly, confidentially, and in the spirit of conciliation and negotiation where possible. All fees paid and/or VET Student Loans inherited to that date will be forfeited.

Students are not permitted in any way, shape or form to charge for any study related services whilst they are not qualified and studying at ACFB. Students who are caught charging the public for consultations or who teach courses for which they are currently studying may face disciplinary action. Any member of the teaching staff may:

- Reprimand the student
- Exclude a student for a period of up to one working day, or particularly exclude the student from the remainder of any class or next class, lecture or tutorial scheduled on the same day for which the staff member has responsibility.

ACFB is ***strictly a non-smoking zone***. This implies that smoking is not permitted in the building, its entrance or car park area. Student's who wish to smoke will need to find an alternative area, such as a nearby park or outdoor shopping mall which is located within 3 minutes of the college. Student **MUST** ensure that they do not display an odor of smoke while at ACFB. Absolutely no food or drink is permitted in the class rooms at any time. The only exception to this is a bottle of water. Students will have plenty of opportunities to eat and drink in their breaks. A kitchen / common room is available for this purpose.

Disciplinary Procedure

Stage 1). Students found to have breached the policies within this Handbook or conduct themselves in a way that is prejudicial to the good order and discipline of ACFB, will receive written notification and/or a meeting will be organised with the student to discuss the breach. Students *may* be provided the opportunity to rectify the issue and remain a student, if the matter is not considered serious.



Stage 2). In the event the breach is serious (ie: listed within this policy), ACFB reserves the right to remove the student from studying at ACFB.

Students can appeal any decision as per the Grievance, Complaints and Appeals policy within this handbook.

Student Confidentiality

All student information is confidential and will be safeguarded by ACFB, its related committees, individuals and/or organisations acting on its behalf. ACFB will ensure all confidential student information collected is only used for records management purposes relevant to training and education specific to ACFB. Except as required under the 2015 *Standard for Registered Training Organisations*, or by law, ACFB will not disclose or provide third party interests with information regarding individual students unless that student has provided written consent.

ACFB will maintain and provide access to records relating to each individual student's academic progress upon request of that individual student. All student records will be retained as per the Data Retention Requirements as set out by the 2015 *Standard for Registered Training Organisations*. With regards to access to records, ACFB will:

- Allow students full access to their own personal records upon request (proof of identification may be required). NOTE: third party access to staff records will not be made available without written consent from the staff member.
- Provide the registering body with compliant record reports as necessary under external reporting requirements relating to Australian Vocational Education and Training Management Information Statistical Standard [AVETMISS].
- Provide access to records for legal bodies as requested under the conditions of the Privacy Act, 1998.
- Provide access to records for registration body as requested under the conditions of the Privacy Act, 1998
- Provide access to records for training staff as may be required under their employment/contract duties at ACFB.
- Delivery details for each course/training package qualification and module/unit of competence in the Scope of Registration and student details including enrolments, participation and completions in accordance with Recognition Authority-AVETMISS requirements.
- Maintain confidentiality of all staff and student's records in accordance with requirements under the Privacy Act, 1998.
- As a legal requirement, and in line with the Privacy Act, 1988, ACFB requires its committees, individuals and associated organisations to safeguard any confidential information obtained through day to day operations of ACFB.

National Centre for Vocational Education and Research (NCVER) and Surveys

You may be contacted by the National Centre for Vocational Education and Research (NCVER) for the purpose of completing a survey and/or an invitation to participate in a Department endorsed project and/or being contacted by the Commission (or persons authorised by the Commission) for audit purposes.

You also will be invited to take part in surveys being conducted by ACFB to seek your views on the quality of our education and training. Surveys are conducted to collect feedback from students and employers about their training experiences. ACFB uses the feedback it receives as part of its continuous improvement processes to ensure it provides quality training and assessment.

ACFB must also provide a summary report of feedback to its Registering Body to provide an indication of its performance. This is a condition of registration. Responses are private and confidential. Individual respondents will not be identified in any



data or reports and survey responses will not be linked with enrolment records. Participation in surveys is highly valued, but voluntary. We will protect your anonymity and the confidentiality of your response to the fullest possible extent within the limits of the law.

Occupational Health and Safety

ACFB seeks to provide a safe workplace and facility for all staff, contracted personnel and student's who are involved in the everyday operations of ACFB as per the OHS Act 2004. If an accident and/or incident arises (an unusual occurrence that poses a risk to any person), staff and students are required to fill in an 'Incident report' kept at reception.

Access and Equity

The Australian College of Fitness & Bodywork understands its role in ensuring individuals can achieve educational outcomes in an equitable and accessible education environment. ACFB seeks to provide educational training programs to all individuals, from all sectors of the community, and all ranges of abilities/disabilities, both physical and academic, wherever this is practicable considering the demanding physical & academic nature of the training. ACFB will provide equitable and inclusive educative programs that ensure all students have the opportunity to achieve according to their own individual potential. ACFB will also seek to be proactive in the provision of programs according to the following principles:

- Culturally and socially inclusive
- Early recognition and support for Student's 'at risk'
- Non-discriminatory practices
- Fair and reasonable assessment and training practices

The Australian College of Fitness & Bodywork recognises and is aware of its legal obligation regarding access and equity principles, in relation to Racial Discrimination Act 1975 [Commonwealth], Sex Discrimination Act 1984 [Commonwealth], and the Disability Discrimination Act 1992 [Commonwealth]. The principal or responsible officer will ensure all information regarding access and equity policy, is effectively and clearly disseminated to all staff and students within the organisation.

It is the responsibility of the principal to ensure all access and equity issues are managed according to ACFB's policy and procedures, in accordance with legal and governing body requirements. In the event that current facilities are insufficient to cater for a minority group or individual client/staff, ACFB will comply with all reasonable requests to ensure adequate alternative arrangements are made until such time as a permanent solution can be implemented. All Staff have a responsibility for the implementation of ACFB Access and Equity. In the event that ACFB cease to operate, ACFB will assist in the transfer of a student's course of study to an equivalent course of study so that the student is not disadvantaged.

First Aid / Medical Conditions

A first aid kit is available in the student common room/kitchen & the main office. Should you require first aid treatment, please advise your trainer or administration staff. All of the administration staff and trainers hold a first aid level 2 certificate. If you have a medical condition that may impact your ability to successfully pass this course, please inform your teacher and/or course coordinator and obtain a clearance from your doctor prior to commencing any practical classes. Any personal medical information passed on to teaching staff is treated by ACFB as private and confidential.



Copyright & plagiarism

Plagiarism:

It is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings are of another person. Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- another students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

ACFB takes plagiarism very seriously. Students found to have plagiarised an assessment will be provided with written notification informing them that plagiarism has occurred and afforded the opportunity to re-submit the assessment in question in their own words. If a second incident of plagiarism occurs, the student will be removed from their course and all fees paid and/or VET Student Loans inherited to that date will be forfeited. For information regarding a student's copyright rights and information, please refer to the student referencing handbook available on your student webpage and/or at ACFB.

All documentation produced by ACFB including course material, manuals, advertising material, photographs, videos, etc are copyrighted. As such, no part of these documents, including contents, pictures and layout maybe reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without prior permission from the Australian College of Fitness & Bodywork.

Security, Theft & Lost Property

Students are reminded to keep their belongings with them at all times, particularly during the class breaks. *ACFB will not be held responsible for anything that is stolen or goes missing.* ACFB will not tolerate students found to have taken property not belonging to them, as outlined in 'Professionalism and Misconduct'. A lost property box will be held at reception and items that have not been collected by week 12 will be given away. ACFB has a security system that is linked to a security company.

Grievance, Complaints and Appeals Process

ACFB is dedicated to providing high quality educational programs and industry leading graduates in the field of Fitness and Massage. ACFB recognises the importance of effective communication as essential to resolving any concerns, and this policy is fundamental to the resolution of grievances and the reconciliation of Claimants with ACFB. ACFB aims to respond to appeals and grievances in a fair and equitable manner and to resolve the grievance to the satisfaction of all parties. This Policy is in place to manage both academic and non-academic appeals and grievances and to guide the actions taken by all parties.

This Policy will be published on ACFB's website for current and prospective students, clinic clients and general staff. In addition, it will be provided to students at course commencement. ACFB's Business Manager is responsible for the training of academic and support staff in the application of the Policy.



Record Keeping and Confidentiality

Records of grievances and their outcomes will be kept strictly confidential and filed in a separate file to the complainant (if a student or staff member). All related correspondence, both inwards and outwards, will be maintained in the file and stored securely at ACFB's Mitcham campus. Each file is to be held for a minimum period of five years after the Claimant's final dealings with ACFB on the grievance. The minimum seven (7) year retention provision also applies where the grievance is dealt with externally, with the retention period commencing at the conclusion of the external reviewer's involvement with the grievance. Confidentiality is observed at all times, with records of all grievances, applications for review and the outcomes only being available to the parties involved in the grievance, under supervised access upon written request to ACFB's Principal.

Academic and Non-Academic Matters

Academic matters relate to student academic progress, assessment, curriculum, quality of course delivery, academic achievement and awards in a course.

Non-academic matters do NOT relate to student progress, assessment, curriculum and award in a course(s), but can include such matters as clinic client grievances.

This policy also extends to grievances about breaches of personal information relating to information obtained by ACFB for the purposes of FEE-HELP and VET Student Loans assistance and repayment of HELP loans. Non-academic matters may include, but are not limited to operational, administrative, discrimination and harassment issues. Examples of both academic and non-academic matters are listed in the table below.

Academic	Non-Academic
<ul style="list-style-type: none">• Appeal of grading decision (e.g. failure of an assessment piece or subject)	<ul style="list-style-type: none">• Sexual harassment, racial or sexual discrimination
<ul style="list-style-type: none">• Exclusion from study or continual enrolment	<ul style="list-style-type: none">• Breach of personal information
<ul style="list-style-type: none">• Results of credit transfer or RPL applications	<ul style="list-style-type: none">• Unfair treatment
<ul style="list-style-type: none">• Findings of allegations of academic student misconduct (e.g. plagiarism or cheating)	<ul style="list-style-type: none">• Physical or verbal abuse and behavioral issues
<ul style="list-style-type: none">• Quality of course delivery	<ul style="list-style-type: none">• Concerns about campus facilities, environment, health and safety or equipment

Assurances

During all stages of the grievance process, ACFB will take all steps necessary to ensure that the Claimant and Respondent will not suffer any disadvantage, victimisation or discrimination as a result of raising a grievance. An explanation in writing for decisions and actions taken at any stage of the process will be provided to the Claimant or the Respondent. Appropriate confidentiality will be maintained, and where possible, disclosure of grievance information will be limited to those who are legitimately involved in the process of resolving the grievance.

Negotiated solutions will aim to address the key issues and be acceptable to all individuals or parties involved without ascribing blame, victimisation or discrimination. This Policy does not replace or modify policies or any other responsibilities that may arise under other ACFB policies or under statute or natural justice. Neither this Policy nor the availability of grievance and appeals processes remove the right of the student to take action under Australia's consumer protection laws

or the right to pursue other legal courses of action. ACFB complies with the Privacy Act 1988 and a copy of a student's information can be forwarded upon written request to ACFB's Business Manager.

Feedback

Feedback from students and clinic clients about academic or clinic services and courses offered by ACFB is encouraged and would not normally be viewed as a grievance, unless specific action is requested in the form of a concern raised. The forum for feedback by a clinic client is via the online Clinic Feedback Form (available on the Student Massage Clinic login at acfb.edu.au), or via the Clinic Feedback Form available at reception. Students are able to use the 'Student Feedback Form' / 'Please provide us with feedback survey' available on every cluster/unit on their eLearning webpage. All feedback submitted via the Student Feedback Form or Clinic Feedback Form options will be responded to within three (3) working days. However, in the case of a student or clinic client feeling they have experienced unfair or unreasonable treatment, disadvantage or distress and does not want to provide this feedback through the informal feedback process, that they wish to pursue through a more formal process.

Feedback submitted via these methods can be considered **Stage 1** of the grievance process, known as the Informal Resolution Process (see below). If the grievance is not resolved through informal procedures, Claimants may initiate a Formal Grievance Process. There is no cost to the Claimant for utilising the internal College grievance procedure.

Prospective and Former Students

This Policy and related procedure(s) also cover prospective students of ACFB who have a grievance with non-academic matters including the enrolment process, or students who have ceased their enrolment with ACFB. Issues from prospective students can be considered under this Policy up to six (6) months from the time of the issue arising. Issues from former students can be considered under this Policy for a period of up to twelve (12) months after their enrolment has ceased. A grievance submitted under these circumstances must not be a previous grievance that has been considered resolved, but a new grievance with new facts that may have recently come to light. A previous grievance cannot be re-instigated after the student's enrolment with ACFB has ceased or after the prospective student's grievance has been resolved.

Stages of Grievance Implementation

The following steps identify the four key stages through which a grievance may be processed. ACFB provides the following steps to allow the grievance to be formalised. The Claimant's privacy rights will be assured whilst also ensuring that victimisation and discrimination does not occur at any time during the following stages. The Claimant has the right to be heard on the matter of the grievance at any stage and may be accompanied by a nominated support person when meeting with ACFB to discuss their particular concern. At each stage, the claimant or appellant will be provided with a written statement of the outcome of the complaint and of any appeals including details of the reasons for the outcome. The four stages of the Grievance Process are fully detailed below.

Stage 1 – Informal Resolution Process

Claimants are encouraged to attempt to resolve the grievance informally and amicably at an early stage. This can be done through speaking directly with an ACFB team member or can be systematised and lodged via the Student Feedback Form (SFF). If the claimant cannot gain resolution or feels they cannot talk to the person involved, the claimant may then seek

assistance from a Trainer, Administration Team Member, Department Coordinator or Administration Manager on campus (or a nominated delegate). The nominated staff member will communicate with the student about the outcome and possible resolution. The communication and outcome will be recorded in the student's confidential records and kept for a period of five (5) years. When submitting feedback via the SFF, a written response will be received within three (3) to five (5) working days.

If the grievance is not resolved through informal procedures, students/clients may initiate ACFB's Formal Grievance Procedure (Stage 2). All students/clients have the right to lodge a formal grievance. A formal grievance must be lodged by a person who is directly impacted by the events described in the grievance. There is no cost to the claimant for utilising the internal grievance process.

Stage 2 – Formal Resolution Process

The formal grievance procedure begins when a student or clinic client states in writing that they have a grievance using the formal grievance paperwork available at acfb.edu.au (and on each student's eLearning webpage) and submitted directly to the Complaints and Appeals Committee via admin@acfb.edu.au. The Complaints and Appeals Committee is composed of each department head and the Course Coordinator. The claimant should include a detailed description of the reason for their complaint and if available any documentary evidence. The claimant will receive acknowledgement of receipt of their grievance from the Complaints and Appeals Committee within three (3) working days.

This acknowledgement will:

- Advise the claimant of the process that will be followed, the timeframes that will be required and the steps the claimant should undertake for this stage of the particular grievance, and
- Advise the claimant of their rights of appeal.

The grievance resolution process will commence within five (5) working days of receipt of the form and all reasonable measures will be undertaken to finalise the process as soon as practicable. The Complaints and Appeals Committee (or delegated nominee), will, if necessary, seek to clarify the outcome that the student hopes to achieve. The Complaints and Appeals Committee (or delegated nominee) will investigate the grievance and interview anyone associated with the grievance to gain a full understanding of the issues in order to make an informed decision. Clarification may be sought from the student by a verbal or written request or by a face-to-face interview with the student. Both the claimant and/or Respondent(s) may be accompanied and assisted by a nominated support person during this process.

The Complaints and Appeals Committee (or nominated delegate) will provide a written decision to the Claimant and / or Respondent within ten (10) working days of receipt of the formal complaint, or as close to this timeframe as possible. The correspondence will outline the reasons for the decision and the name and contact details of the person to whom they can appeal, if they are not satisfied with the decision. This timeframe is dependent on the requirement for re-assessment or provision of further evidence, and the claimant shall be kept informed of any changes to the schedule.

It is important to note that formal grievances respect the right and the privacy of the individual, and all formal grievances MUST be lodged individually. Each Claimant's circumstances are different and as such will be reviewed with the best interests of the individual in mind. The Complaints and Appeals Committee (or nominated delegate) will also provide an internal report on the process for College records. All records are kept on file for a period of 7 years.

Stage 3 - Appealing the Original Decision



If the claimant is dissatisfied with the outcome of their grievance, they may lodge a further appeal detailing the reasons for the appeal to ACFB's Principal within ten (10) working days of being informed of the decision of the original appeal. The Principal is responsible for convening the Complaints and Decision Review Committee based on the appeal documentation and will acknowledge receipt of the appeal in writing within three (3) working days.

Students who lodge an appeal must remain enrolled and attend all classes as normal until the process has been completed.

The Principal is senior to the members of the Complaints and Appeals Committee and is not involved in the previous stages of the complaints process. The Principal will as soon as possible review the original decision and interview any persons related to the grievance. Students will be advised of any likely delays. If the Principal seeks clarification from the student(s) or the Respondent in the form of face-to-face interviews, both the claimant and/or Respondent(s) may be accompanied and assisted by a nominated support person during this process.

If the original decision is overturned, then the student's grievance is taken to be proven true and any further actions required to address the issue will be identified and implemented. The Principal will provide a written report to the student and / or respondent advising the outcome of the appeal and further steps taken to address the grievance within twenty (20) days of the receipt of the appeal. ACFB's Principal will also provide an internal report on the process for College records. All records are retained for a period of five (5) years.

Stage 4 - External Independent Review

Claimants who wish to lodge an external appeal or complaint against the outcome of ACFB's internal appeal process may consider an independent external review of the decision. To progress to Stage 4, the Claimant is required to respond within ten (10) days of receipt of the final decision to ACFB's Principal.

The claimant needs to ensure that this request presents a substantial reason for an external review of the decision, and must include all documents relevant to the case so the external reviewer can get a full understanding of the grievance. The application must be lodged within twenty eight (28) days of receiving a written notice of the final internal outcome to the external reviewer. The details of for the external body and contact details are as follows:

Lead from Within

Vanessa Toy

Phone: 0434 242 230

Email:

Website: www.leadfromwithin.edu.au

ACFB will cooperate and provide all relevant information requested by 'Lead from Within' throughout the review process. Costs of such mediation will be shared equally by the Australian College of Fitness & Bodywork's and the Complainant. As a guide, mediator's costs would be approximately \$250 per hour. Each party at the review can be accompanied or assisted by another person at the review, at that party's cost.

Within thirty (30) working days of receiving any external review decision and recommendations ACFB's Principal will give due consideration to any recommendations arising out of the external review, give the Claimant comprehensive written advice about the outcome, and file all records in confidential storage.



Continuous Improvement

Any improvement action arising from a student grievance or appeal and the procedures involved, will be communicated to all staff via a written statement, specific development meetings and training sessions; outlining why the issue occurred, what ACFB have done to rectify the issue and how we can avoid future occurrences. All communication will be recorded in accordance with ACFB's Continuous Improvement Process whilst ensuring Claimants confidentiality is maintained at all times.

Withdrawing from your studies

Non VET Student Loans

How do I withdraw?

To withdraw from a unit of competency or course, please complete the Withdraw Form located in the Policy & Procedure section of your student webpage (and on-campus). If you are utilising an instalment plan to pay for your course, your instalments will cease at the date and time we receive your completed withdrawal form. If you have paid your tuition fees up-front, you may be entitled to a refund. Please refer to ACFB's refund policy located in your student handbook for further information.

It is important that you understand that by withdrawing from your course, you will only be entitled to receive a Statement of Attainment for unit(s) of competency where you have been fully *assessed* and *deemed competent* for all components of that unit(s); **and** where payment for training has been made; **and** where you have supplied a copy of your Unique Student Identifier (USI).

VET Student Loans

How do I withdraw?

To withdraw from a unit or course without incurring a HELP debt, you need to complete *and submit the* Withdrawal Form located in the Policy & Procedure section of your student webpage and at ACFB's campus or send a signed, written notification to Administration on or by the census date.

It is important to correctly withdraw from your course or unit of study. If you do not withdraw properly or if you miss the withdrawal deadline (census date), you will incur a HELP debt for all applicable units of competency and/or your course. We must receive your application for withdrawal on or by the census date in order to avoid incurring a HELP debt. It is important that you understand that by withdrawing from your course, you will only be entitled to receive a Statement of Attainment for unit(s) of competency where you have been fully *assessed* and *deemed competent* for all components of that unit(s); **and** where payment for training has been made; **and** where you have supplied a copy of your Unique Student Identifier (USI).

For more information about the correct withdrawal procedure you should contact administration on 03 9873 4858 or admin@acfb.edu.au.

What happens if I withdraw by the census date?

If you correctly withdraw from a unit by the census date, you will not incur a HELP debt. If you are using FEE-HELP or VET Student Loans, your FEE-HELP limit will not be reduced if you withdraw by the census date.

**What happens if I withdraw after the census date?**

If you withdraw from a unit after the census date, you will incur a HELP debt. If you are using FEE-HELP or VET Student Loans, your FEE-HELP limit will be reduced.

If you withdrew from a unit after the census date because of special circumstances, you may be able to get your HELP debt remitted (and your FEE-HELP balance re-credited if applicable).

Can I get a refund of my HELP debt?

If you withdrew from a unit after the census date because you fell ill or because of other circumstances beyond your control, you may be able to have your HELP debt remitted (and your FEE-HELP balance re-credited if applicable).

When do 'special circumstances' apply?

Generally, special circumstances apply if you withdraw from a unit after the census date because you become seriously ill or because of other special circumstances. Changing your mind or failing a unit are not sufficient reasons to apply for special circumstances.

For more information, please contact administration on 03 9873 4858 or via email at admin@acfb.edu.au.

Re-enrolling

In circumstances where the student had earlier withdrawn from a part of the course undertaken with the provider, students can re-enrol from the point they withdrawal, if:

- they re-enrol within a reasonable time frame, being six (6) months, and
- they can demonstrate currency. A fair and honest currency assessment will be conducted by ACFB.

If currency has not been met, or if a student wishes to re-enrol after a six (6) months period away from their studies, the student may be required to re-enrol in the entire course or section at the discretion of ACFB.

General Information & Procedures

Quality Assurance

ACFB's senior staff and trainers, belong to professional associations that insist on ongoing education and continuous improvement. ACFB also conducts regular continuous improvement meetings that go over ideas, student feedback and concepts to improve the quality of each student's course and experience at ACFB.

Fire or Medical Emergency

In case of a FIRE OR MEDICAL emergency, ACFB's staff and trainers will direct you at the event and contact emergency services immediately on 000.



Academic Transcripts & Graduation Procedure

ACFB is responsible for the issuance of all AQF certificates associated with the courses we offer. Once a student feels they are ready to graduate, they need to complete a: 'Request to Graduate' application which are located on the student page of ACFB's website and email or hand it to their trainer in order to receive an Academic Transcript / Certificate and Statement of Results. Students can either pick up their certificates for free or have them sent via registered post for a \$10 fee. These will only be issued once a student has successfully completed all requirements of their course including:

- all outstanding fees have been paid
- all learning outcomes have been achieved
- all practical and theory examinations have been passed
- all borrowed books have been returned
- Students have signed off on all documentation to comply with AQTF guidelines

Whilst Diploma/Certificates will NOT be issued prior to graduation, you may request a letter from ACFB stating that you have completed the course. Certificates and Statements of Results are issued within 28 days, however this is normally completed within 2-3 weeks after the course coordinator has approved the Application to Graduate. Please also be aware that the majority of units are linked to final practical demonstrations, logbooks, work placement and supervised clinics. Until these are completed for the applicable course, ***no whole unit of competence*** has been completed and a statement of results will list no completed unit(s).

NOTE: ACFB reserves the right to refuse the student entrance to all final examinations/practical demonstrations until all outstanding fees and library loans have been paid in full.



Mitcham Campus Information

Location: Level 1/333 Mitcham Rd, Mitcham, Vic, 3132

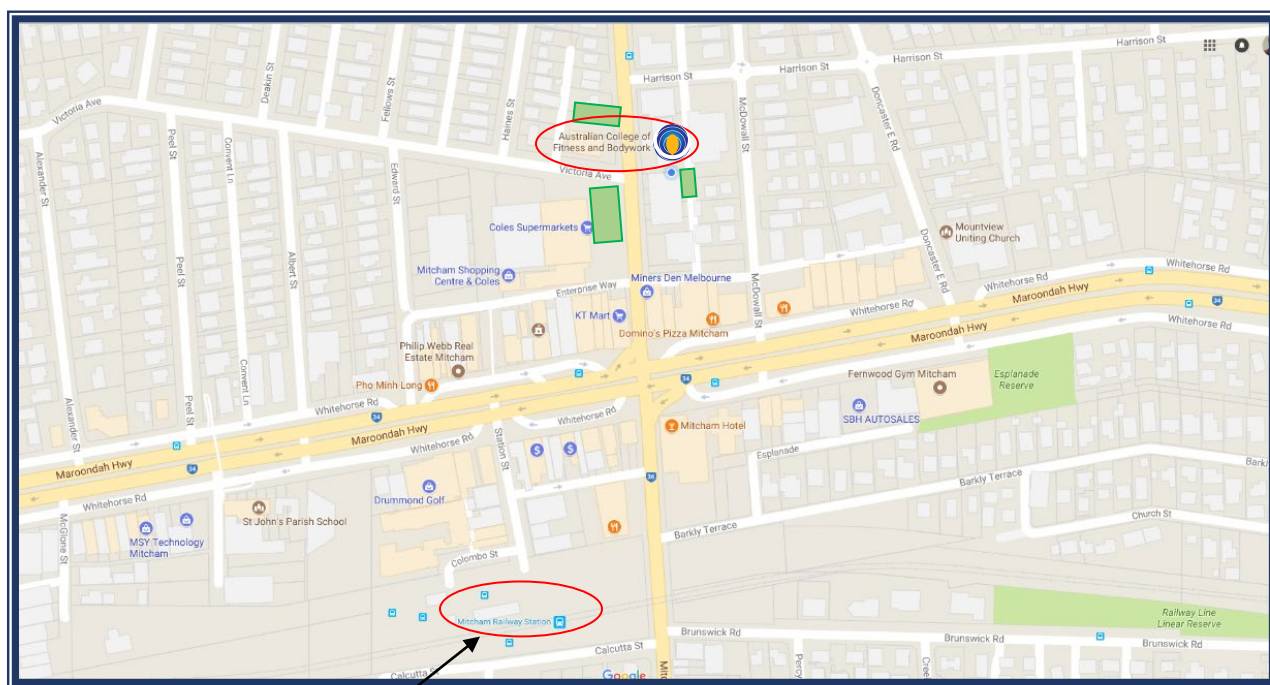
Evacuation Procedure (Mitcham Campus)

In the event of an emergency where it is necessary to evacuate premises, please head towards the **assembly point**: exit via the reception area or the back stairwell and continue downstairs to the ground floor. Meet at the **corner of Mitcham Rd & Harrison St** where a head count will be conducted. Evacuation Plans are posted in every room and beside the fire extinguishers. The roll will be taken and a head count conducted.

Parking & Public Transport

ACFB has 9 parking spaces provided for staff & students

- Parking is also available at the local shopping centre across the road
- Meter street parking is also available for 2 to 4 hours at a time and is free after 6pm along the side streets next to and behind ACFB.
- The external parking areas and street parking have sufficient street lighting where students can walk from ACFB's front door to their car safely.
- The Mitcham Campus is ideally situated within walking distance (4 minutes/200 meters) to the Mitcham train station. There are also 6 bus stops along Whitehorse and Mitcham Rd within 100 metres of the campus, the most prominent, at the corners of Whitehorse Rd & Mitcham Rd.



Parking

Mitcham Train Station (Lilydale Line)

Ringwood Campus Information

Location: 263 Maroondah Hwy, Ringwood, Vic, 3134

Evacuation Procedure (Mitcham Campus)

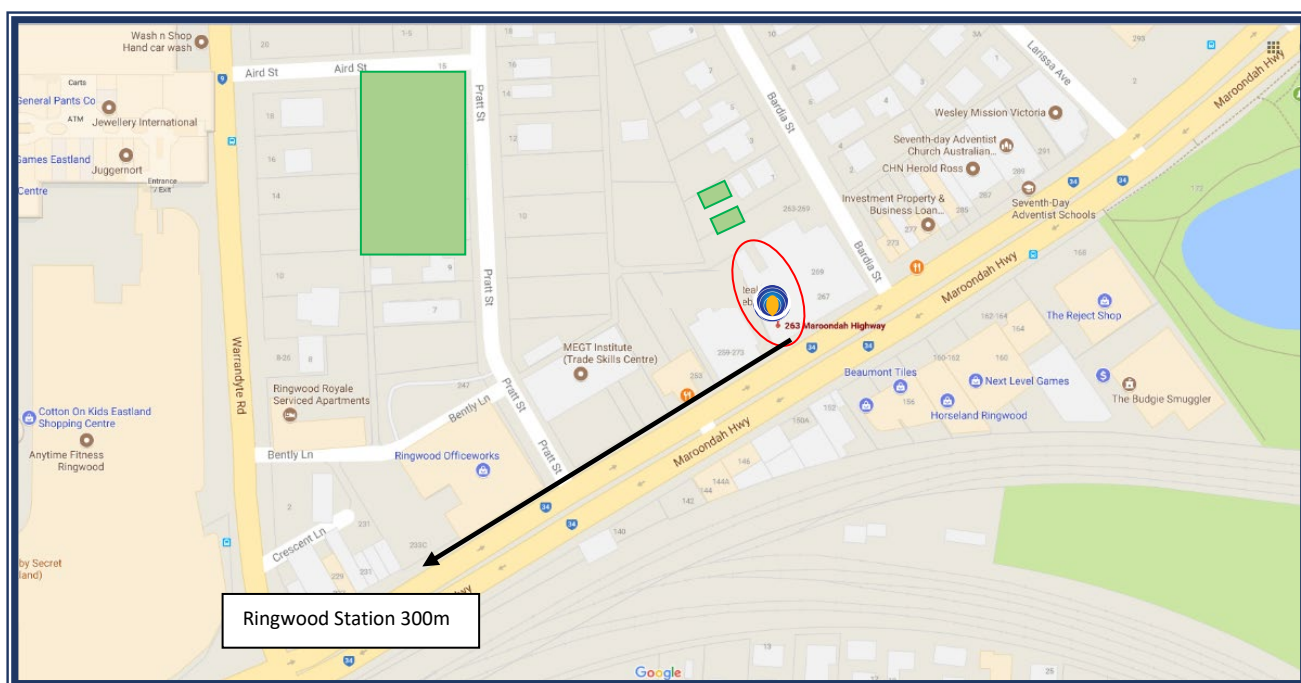
In the event of an emergency, where it is necessary to evacuate premises, please head towards the **assembly point**: exit via the front door or back door near the office (either end of the hallway). Meet at the **entrance to the carpark on Bardia St** where a head count will be conducted. Evacuation Plans are posted in every room and beside the fire extinguishers. The roll will be taken and a head count conducted.

Parking & Public Transport

ACFB has 10 parking spaces provided for staff & students

- Parking is also available on Pratt St which is only 100m away from ACFB
- Meter street parking is also available for 2 to 4 hours at a time and is free after 6pm along the side streets.
- The external parking areas and street parking have sufficient street lighting where students can walk from ACFB's front door to their car safely.

The Ringwood Campus is ideally situated within walking distance (5-6 minutes/300 meters) to the Ringwood train station and Eastland shopping Centre. The Ringwood Bus Terminal is also located at the train station.



Parking 