



**acfb**

Australian College  
of Fitness & Bodywork

# Student Handbook

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This Student Handbook may be updated from time to time to reflect changes to ACFB policies, procedures, training practices or regulatory requirements. The most current version will be made available to students through the ACFB Learner Portal.

Students are responsible for ensuring they are familiar with the information contained in the current version of the handbook and for complying with the policies and procedures outlined within it as part of their enrolment and participation in training with ACFB.



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## Welcome to ACFB

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

Established in 1989, ACFB has been delivering nationally recognised training since 2001. We offer a range of industry-relevant and nationally recognised qualifications, including Certificates, Diplomas, Advanced Diplomas and short courses in Fitness, Massage and Bodywork.

ACFB is proud to have highly qualified trainers who bring extensive industry knowledge and practical experience to the classroom. Our focus is on providing high-quality training that prepares students with the skills, knowledge and confidence needed to succeed in their chosen profession.

With our long history of accredited training and our passion for education, ACFB aims to provide students with engaging, practical and empowering learning experiences that support successful careers in these dynamic industries.

This Student Handbook provides important information about ACFB's policies, procedures, student responsibilities and support services. Students are encouraged to read this handbook carefully and refer to it throughout their studies. If you have any questions regarding the information in this handbook, please contact our administration team for assistance.

We wish you every success in your studies and look forward to supporting you throughout your learning journey with ACFB.





## ACFB's Student Support Commitment

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ACFB is committed to providing students with a high standard of training, assessment and support throughout their studies. The college aims to create a supportive learning environment where students are encouraged to develop the knowledge, practical skills and professional confidence required to succeed in the fitness, massage and bodywork industries.

ACFB's trainers and assessors hold relevant qualifications and bring current industry knowledge and experience to their teaching. The college is dedicated to delivering high-quality training and assessment practices that support students to achieve their learning outcomes and prepare them for employment within their chosen industry.

Students have access to appropriate support services throughout their course, and ACFB staff are available to assist with academic, administrative and general study enquiries to help students successfully progress through their training.

## Administration & Contacting ACFB

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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)  
[study@acfb.edu.au](mailto:study@acfb.edu.au)

**Contacting your Trainers**

03 9873 4858 (Option 2)  
[massagetrainers@acfb.edu.au](mailto:massagetrainers@acfb.edu.au)  
[fitnesstrainers@acfb.edu.au](mailto:fitnesstrainers@acfb.edu.au)

**Administration / Paying Fees**

03 9873 4858 (Option 3)  
[admin@acfb.edu.au](mailto:admin@acfb.edu.au)

**Enrolments**

03 9873 4858 (Option 1)  
[enquiries@acfb.edu.au](mailto:enquiries@acfb.edu.au)  
[study@acfb.edu.au](mailto:study@acfb.edu.au)

**Submitting overdue assessments**

[admin@acfb.edu.au](mailto:admin@acfb.edu.au)

**Student Support**

[studentsupport@acfb.edu.au](mailto:studentsupport@acfb.edu.au)

**RPL Applications**

[rpl@acfb.edu.au](mailto: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

## Accreditation

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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](http://www.training.gov.au).



## Student Responsibility

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Students are expected to behave in a professional, respectful and responsible manner throughout their studies with ACFB. Students must comply with ACFB policies and procedures and treat fellow students, clients, staff and visitors with courtesy, dignity and respect. Discrimination, harassment, bullying or any form of inappropriate behaviour will not be tolerated.

Students are responsible for actively participating in their training and assessment activities, maintaining appropriate communication with their trainers and the college, and keeping up to date with course requirements, learning materials and important information provided through the ACFB Learner Portal.

ACFB is committed to supporting students throughout their studies and will provide access to appropriate training, communication and support services to assist students in progressing through their course. Students who require additional support are encouraged to contact ACFB so that appropriate assistance can be considered.

Where a student engages in behaviour that is considered misconduct or fails to meet their responsibilities as outlined in this handbook and ACFB policies, the college may take disciplinary action in accordance with its policies and procedures. This may include warnings, suspension or cancellation of enrolment where appropriate.

For assistance or support during your studies, students are encouraged to contact the ACFB administration team on (03) 9873 4858.

## Study Options

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ACFB offers a range of study options to provide flexibility for students with different learning needs and personal commitments. Depending on the course, students may be able to choose from On-Campus, On-Campus FLEXI, or Distance learning delivery modes.

Students enrolled in ACFB courses have access to the college's eLearning platform, which provides learning materials and resources to support their studies. Through the platform, students can access and download course materials, submit assessments, view instructional videos and practical demonstrations, communicate with trainers and interact with other students through course discussion forums.

The eLearning platform is designed to support students throughout their course and provides convenient access to important learning resources and course information.





## Enrolment Information & Fees

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### Enrolment Entry Requirements

ACFB conducts a Pre-Training Review (PTR) with all prospective students prior to enrolment into a vocational course. The purpose of the Pre-Training Review is to discuss the student's learning goals, previous education or experience, study needs and suitability for the chosen course. This process helps ensure that the course is appropriate for the student and that any required support needs can be identified before enrolment.

Prospective students are encouraged to contact ACFB prior to enrolment to discuss their course options, study commitments, fees, timetables, learning support requirements and relevant college policies. This allows students to make an informed decision about their training.

ACFB provides training to eligible domestic students in qualifications that are within the college's scope of registration as published on [training.gov.au](http://training.gov.au). To enrol in a course at ACFB, students must generally:

- be 18 years of age or older, and
- have English language skills equivalent to at least Year 10 English or an equivalent level of language, literacy and numeracy suitable for the course.

Additional course-specific entry requirements may apply and will be communicated to students during the enrolment process.

### Student Selection Process

ACFB is committed to maintaining open, fair and transparent processes when selecting students for enrolment into its courses. Students who wish to enrol must complete the ACFB enrolment form and provide any required supporting documentation or evidence relevant to the course. This may include documentation relating to eligibility, previous qualifications, identification or other requirements discussed during the Pre-Training Review.

Once all required information has been received, ACFB will review the application to determine the student's eligibility, academic suitability and readiness to undertake the course. Decisions regarding enrolment are made based on the student's ability to meet the course entry requirements and successfully participate in the training.

Students will be notified of the outcome of their application as soon as reasonably practicable. ACFB maintains records of enrolment documentation and supporting evidence in accordance with its record-keeping obligations.

Where ACFB determines that a student may not be suited to the course due to factors such as language barriers, insufficient core skills or other barriers to successful participation, the student will be advised prior to enrolment. In these circumstances, ACFB will discuss alternative options or pathways that may better support the student's learning needs.



## Pre-Training Review

Before enrolling in a course, ACFB conducts a Pre-Training Review (PTR) with all prospective students. The purpose of this process is to ensure that the course selected is suitable for the student's learning goals, skills, experience and personal circumstances.

During the Pre-Training Review, ACFB will discuss:

- the student's career goals and reasons for undertaking the course
- any previous education, training or work experience
- the course structure, delivery mode and study expectations
- the student's language, literacy and numeracy skills
- any support needs that may affect participation in training or assessment
- the student's ability to meet course requirements and workload.

This process helps ensure that students enrol in a course that is appropriate for their needs and that any support requirements can be identified early.

If it is identified that a student may require additional assistance, ACFB will discuss available support options or alternative pathways that may better suit the student's circumstances.

Students may also be asked to complete a Core Skills Assessment as part of the Pre-Training Review process where required.

## Core Skills and Academic Suitability

Students must have the appropriate language, literacy, numeracy and academic skills to successfully undertake their chosen course and meet any specific entry requirements.

As part of the enrolment process, ACFB will assess each student's academic suitability and core skills through the Pre-Training Review and, where required, a Core Skills Assessment.

Where necessary, students may be asked to complete the Core Skills Profile for Adults (CSPA) assessment. This is an online assessment that evaluates a student's reading and numeracy skills against the Australian Core Skills Framework (ACSF). The assessment helps ACFB identify the level of support a student may require to successfully complete their course.

### **For enrolments in an Advanced Diploma level course:**

- a) *ACFB must obtain a copy of a HLT50307/HLT52015/21 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<sup>^</sup> 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<sup>^</sup> 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<sup>^</sup> 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.*

## Additional Support and Learning Needs

If ACFB identifies that a student may require additional support due to language barriers, lower core skills levels, English as a Second Language (ESL), disability or other learning needs, the college will work with the student to identify appropriate support options. This may include:

- additional learning support or mentoring
- adjustments to training delivery where appropriate
- alternative assessment formats where suitable
- referral to external support services where required.

Where a student is not considered academically suited to the chosen course, ACFB will discuss alternative options or pathways that may better support the student's learning goals.

Students who believe they may require additional support due to a disability, impairment or learning difficulty are encouraged to discuss their needs with ACFB prior to enrolment so that appropriate arrangements can be considered.

## Enrolment Requirements

Students may enrol in an ACFB course by completing the online enrolment form available on the ACFB website. As part of the enrolment process, students may also be required to provide supporting documentation, such as identification, evidence of eligibility, or previous qualifications.

Once an enrolment application has been submitted, ACFB will review the information provided to confirm the student's eligibility, suitability and completion of required documentation. Where required, additional evidence or information may be requested before the enrolment can be approved.

For students enrolling in courses with VET Student Loans, a two (2) day cooling-off period applies after the enrolment form has been signed in accordance with government requirements. Completion of the government funding section of the enrolment process does not automatically guarantee eligibility for funding. Eligibility will be assessed and confirmed by an authorised ACFB representative.

Students may also submit enrolment forms and supporting documentation in person, by email or by mail if required.

To confirm an enrolment or secure a place in a course, students must arrange the required course payment or approved payment plan as outlined during the enrolment process. Enrolment approval may take approximately five to ten (10) business days, depending on the completeness of the application and supporting documentation.



Once enrolment has been confirmed, students will receive an email invitation to access the ACFB eLearning platform, which provides access to course materials, learning resources and assessment submission tools. Instructions on how to access and use the platform will be included in the email. For the best experience when using the eLearning platform, ACFB recommends using Google Chrome or Mozilla Firefox.

## Course Orientation & Completion Dates

### **On-campus students**

All on-campus students are required to attend a compulsory orientation session, which is conducted on the first scheduled day of class. Orientation provides important information to help students prepare for their studies and become familiar with ACFB's learning environment.

During orientation, students will receive information about:

- college policies and procedures
- course structure and expectations
- assessment requirements and submission processes
- assignment preparation, report writing and referencing
- student support services and learning resources.

Students will also be required to complete and sign relevant documentation, including their Training Plan, Student Induction Form and Medical History Form.

### **Maximum Course Completion Timeframe**

On-campus students are expected to complete all training and assessment requirements within three (3) months after the final scheduled (timetabled) class.

### **On-campus Flexi / Distance learning**

Students studying via On-Campus FLEXI or Distance Learning will be assigned a mentor or trainer as part of their course support. The mentor will contact the student within seven (7) days of enrolment to:

- introduce themselves
- discuss the student's training goals and learning needs
- assist the student in getting started with their course
- develop a suitable study schedule where required.

This support helps ensure students understand course requirements and remain engaged throughout their training.

### **Maximum Course Completion Duration:**

Students are expected to complete their course within the following maximum timeframes:

- **Personal Trainer Course: up to 18 months**
  - Certificate III in Fitness – up to **9 months**
  - Certificate IV in Fitness – up to **9 months**



- **Certificate IV in Massage Therapy: up to 9 months**
- **Diploma of Remedial Massage: up to 21 months**
  - Section 1 – up to **9 months**
  - Section 2 – up to **12 months**

Students are expected to complete their training and assessment within the required course timeframe. Students who experience difficulties progressing through their course are encouraged to contact ACFB as early as possible to discuss available support options.

### Recognition or Prior Learning (RPL) / Credit Transfer

ACFB recognises that students may already possess relevant skills, knowledge or experience gained through previous training, employment or life experience. Students may apply for Recognition of Prior Learning (RPL) or Credit Transfer where they believe they already meet the requirements of a unit of competency.

Students wishing to apply for RPL or Credit Transfer must complete the relevant RPL application form and provide supporting evidence demonstrating their competency. Evidence may include previous qualifications, workplace documentation, third-party reports or other relevant materials. All applications are assessed by a qualified trainer or assessor against the requirements of the relevant unit of competency, including the performance criteria, performance evidence, knowledge evidence and assessment conditions.

Students are strongly encouraged to submit RPL applications prior to enrolment so that applications can be assessed before training begins and the most appropriate training pathway can be determined.

Once a student has enrolled and gained access to course materials and learning resources, they may have access to information that could assist in demonstrating competency. To maintain the integrity and fairness of the RPL process, post-enrolment applications may not be accepted once training or assessment for the relevant unit has begun.

Students who believe they may be eligible for RPL are encouraged to discuss this with ACFB prior to enrolment or during the Pre-Training Review process.

Further information and application forms are available on the **ACFB website: [www.acfb.edu.au](http://www.acfb.edu.au)**

### Fees

Up-to-date information relating to course fees, payment schedules and associated charges is available from the ACFB administration team or on the ACFB website ([www.acfb.edu.au](http://www.acfb.edu.au)).

Students are required to pay course fees in accordance with the payment arrangements agreed to during the enrolment process.

Students may choose to pay their course fees in full or through an approved instalment payment plan as outlined during the enrolment process.



Students should seek independent advice from a qualified professional regarding the tax deductibility of education expenses, as this may depend on individual circumstances.

**Upfront fee protection**

ACFB complies with national fee protection requirements to ensure students are protected where course fees are paid in advance. Where course fees are paid prior to the commencement of training, no more than \$1,500 will be collected from a student before the course commencement date in accordance with fee protection requirements. The remaining balance of course fees is payable upon enrolment or according to an agreed payment schedule or instalment plan.

If ACFB is unable to provide the training and assessment services for which a student has prepaid, ACFB will:

- arrange for the student to be placed in an equivalent course or delivery option, where possible, at no additional cost to the student; or
- provide a refund of any prepaid fees for services not yet delivered.

Where an alternative course or provider is arranged, ACFB will make reasonable efforts to ensure the training location and delivery arrangements are suitable for the student. If a student fails to adhere to this agreement, their fees will be transferred to an instalment plan, and any discounts associated with upfront payment will be forfeited.

**Instalment plans**

ACFB's preferred instalment payment method is Direct Debit (please note this option incurs a one (1)-off setup fee). Upon enrolment, ACFB will send students a secure payment link where payment details can be entered. Please note the following conditions apply to instalment plans:

- Instalment plans are established at the time of enrolment.
- Instalment plans are scheduled based on the standard duration of the selected course only.
- Students must ensure sufficient funds are available in their account prior to each scheduled instalment.
- Failure to remain up to date with instalments without notifying ACFB may result in suspension or cancellation of class/session attendance, cancellation of enrolment, and possible debt collection action.
- If a student withdraws from a course and has outstanding course fees, the student remains liable for payment of the outstanding balance. Debt collection action may be initiated where payment arrangements are not made or the student is unresponsive.
- It is the student's responsibility to comply with the scheduled fee commitments and to notify ACFB in writing if any payment issues arise.
- Students with outstanding fees (including extension fees) or outstanding library loans will not be eligible to graduate.

**ZipMoney**

Students may choose to pay their course fees using the third-party payment provider, ZipMoney. This option allows eligible students to access an alternative payment arrangement directly through ZipMoney.

Students who choose this payment method must apply directly with ZipMoney and comply with ZipMoney's terms, conditions and approval requirements. Approval of finance and any associated fees, interest charges or payment obligations are determined solely by ZipMoney.

ACFB is not involved in the approval or management of ZipMoney accounts and cannot influence the outcome of an application or the terms of the agreement between the student and ZipMoney.

Students considering this option are encouraged to review ZipMoney's terms and conditions carefully and ensure they understand their financial obligations before entering into an agreement.

## Additional and Optional Fees

### Purchases (optional)

Hard copy course workbooks – SIS30321 (electronic available for FREE)	\$115
Hard copy course workbooks – SIS40221 (electronic available for FREE)	\$145
Hard copy course workbook – HLT42021 / HLT52021 S1), (electronic available for FREE)	\$130
Hard copy course workbook – HLT52021 (Section 2) (electronic available for FREE)	\$130
Hard copy course workbook – 22656VIC (electronic available for FREE)	\$160
Postage of a course folder (each). (On-campus collection is free)	\$22
Additional ACFB polo shirt	\$30
Oil bottle & Holster	\$20

### Certificates (if required)

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 (if required)

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 (if required)

One (1) month course extension # SIS30321, SIS40221, 22316VIC, HLT42015/21, HLT52015/21 (Section 1) # HLT52015/21 (Section 2)	\$100
Three (3) month course extension # SIS30321, SIS40221, 22316VIC, HLT42015/21, HLT52015/21 (Section 1) # HLT52015/21 (Section 2)	\$200

**Assessment Extension (if required)**

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

**Direct Debit (if required)**

Direct Debit Rejection or Insufficient Fee Transaction	\$20
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**Clinic Payout (if required)**

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

## Non-VET Student Loans Enabled Courses &amp; Students – Refunds &amp; Withdrawals

**Note: This policy applies to all enrolments and course commencements PRIOR to the 24th of March 2025.**

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 a completed Withdrawal Form emailed to [admin@acfb.edu.au](mailto: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 \$100 cancellation fee)
- within 7 days prior to course commencement (less \$150 cancellation fee)

**Post Commencement**

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

**On-campus**

Course fees are transferable thirty (30) days prior to course commencement. Course commencement is on the first scheduled class date. 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 refund.

**On-campus FLEXI and Distance Learning**

A student is considered to have commenced a course once they have received their Welcome & Confirmation letter and login details.



### General Withdrawal Information

- Enrolment fees cannot be transferred to another person.
- Once a student has commenced their course, no refund will be issued for fees paid up to that time in line with this policy.
- 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.
- All students must be up to date with their course payments and instalment plans prior to the date of withdrawal. If a student is behind in their course fees, this money will remain indebted to ACFB until paid. ACFB reserves the right to engage a debt collection agency to retrieve overdue fees.
- Students wishing to transfer to another delivery method or intake, after a 30-day grace period, will be required to pay a transfer fee. If the student is a full fee student, their course fee will be adjusted accordingly.
- Upon request of a course suspension, an instalment plan will be suspended during the suspension period *only if* the student selects this option on the suspension form.
- Any student who wishes to exit their course and complete a lower-level qualification will not be entitled to a refund of course fees paid over the amount of the lower-level course.

### Course Fee's Paid in Advance

- Any student who makes payment of their entire course fee prior to enrolment, or a deposit/payment, and this payment is under \$1,500 will not be entitled to a refund if that student exits their course for any reason once they have commenced their studies.
- Any student who exits their course for any reason *may* be entitled to a partial refund of post enrolment course fees, if the amount they have paid exceeds the standard course instalment plan duration amount outlined below.

### Refund Determination

- Any refund provided by ACFB will be paid within 28 days after the withdrawal date.
- Refunds are calculated by course duration and not content completed. Standard instalment plan durations:
  - On-campus
    - Course Commencement date to last scheduled class date
  - Flexi/Online
    - Course Commencement date plus:
      - Certificate III & IV in Fitness – six (6) months
      - Certificate IV in Massage Therapy – six (6) months
      - Diploma of Remedial Massage – twelve (12) months

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

**Note: This policy applies to all enrolments and course commencements from the 24<sup>th</sup> of March 2025.**

### 1) Purpose and Scope

- 1.1 This policy applies to students enrolled in non-VET Student Loans (VSL) enabled courses at ACFB. It outlines refund and withdrawal conditions for on-campus, On-campus FLEXI, and Distance Learning/Online students.

### 2) Cancellations and Withdrawals

- 2.1 All requests for withdrawal or course cancellation must be received in writing to [admin@acfb.edu.au](mailto:admin@acfb.edu.au). The withdrawal process begins from the date the request is received.



### 3) Cooling-Off Period

- 3.1 Students have a cooling-off period from the date they sign the enrolment forms (agreement) to 11:59pm the date before they commence their course.
- 3.2 During this period, students may withdraw and receive a full refund, minus a \$300 administration fee.
- 3.3 After the cooling-off period expires, students are liable for the full course fee, regardless of withdrawal.
  - a) Exception: If the student has enrolled in the Diploma of Remedial Massage course and withdraws after the cooling-off period and before the commencement of Section 2, they will be liable for 60% of the entire course fee. If a student withdraws after the commencement of Section 2, they will be liable for the remaining balance.

Note: A student is considered to have commenced a course:

- b) On-Campus - Being the date of the first scheduled class.
  - c) Distance Learning/Online students - Being the time and date they receive their login details, and/or access to Section 2 for the purpose of the Diploma of Remedial Massage course.
- 3.4 Where a student enrolling in the Advanced Diploma of Myotherapy is required to undertake an upskilling course, the deposit paid to secure required resources is non-refundable and is not subject to the cooling-off period.

### 4) Withdrawal & Refunds After Course Commencement

- 4.1 ACFB acknowledges that course fees may be paid in advance of the delivery of training and assessment. Course fees represent the total cost of enrolment in a structured training program, including administrative, academic, and resource-related components provided at or prior to commencement and progressively throughout the course. As such, fees are not apportioned solely based on the amount of training and assessment delivered over time.
- 4.2 If a student withdraws after the cooling-off period, they remain liable for the full course fee, even if they have not accessed course materials or attended any sessions.
- 4.3 If a student is on a payment plan or ZipMoney, they must continue payments as per their agreement.
- 4.4 If a student ceases to honor their instalment plan obligations, ACFB will commence the debt recovery process.
- 4.5 If a student ceases to honor their ZipMoney loan obligations, ZipMoney may either restrict or suspend access, or commence debt collection or legal action.

### 5) Extenuating Circumstances

- 5.1 ACFB understands that unforeseen situations may arise that could impact a student's ability to continue their studies. Extenuating circumstances may include, but are not limited to, the following:
  - a) Serious illness or injury not pre-existing at the time of enrolment
  - b) Serious medical conditions that develop after the cooling-off period
  - c) Death or serious illness in the immediate family
- 5.2 In these cases, the student must provide verifiable evidence, such as a medical certificate, to substantiate the claim. In cases where genuine and extenuating hardship can be evidenced and verified, resulting in the student's permanent inability to complete the course requirements, an out-of-policy arrangement may be approved solely at the discretion of the RTO CEO or a Delegated Authority.
- 5.3 **Pre-existing conditions:**  
If a student has a pre-existing condition, impairment, disability, or personal situation at the time of enrolment, no refunds will be considered for circumstances arising after the cooling-off period. Additionally, if a student fails to disclose a pre-existing condition to ACFB before enrolling, no refunds will be granted in such cases.

**5.4 Individual cases:**

Each case will be reviewed individually and considered on its merits. All supporting documentation must be provided for consideration.

**5.5 Non-legitimate reasons for extenuating circumstances:**

The following reasons will not be accepted as legitimate grounds for requesting a refund or waiver of future fees:

- a) Change of mind regarding the chosen qualification
- b) Preference for a different training provider
- c) Change in career path
- d) Changes in employment status
- e) Personal financial difficulties
- f) Pregnancy
- g) Changes in the time available for study
- h) Relocation or housing situation changes
- i) Lack of progression in the course
- j) Failure to meet entry requirements or complete units of competency within the allocated timeframe

5.6 We are committed to supporting our students and will work with them to navigate any challenges that arise, but we ask that all students carefully review and understand these terms before enrolling.

**6) Financial Hardship Policy**

6.1 Financial hardship refers to a student's inability to meet their financial obligations. Unwillingness to meet financial obligations does not constitute financial hardship. Eligibility for consideration under the Hardship Policy is at the sole discretion of the organisation.

6.2 To be considered under the Hardship Policy:

- a) The hardship must not be a pre-existing financial condition. It must have arisen after the cooling-off period and be beyond the student's control.
- b) If the hardship was a pre-existing condition prior to enrolment, alternative options such as medical extensions or modified payment plans may be available at the organisation's discretion.

**6.1 Requesting a Payment Plan Adjustment**

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

**6.2 Required Evidence for Financial Hardship Applications**

Students must provide verifiable evidence, which may include:

- a) Payslips
- b) Bank statements
- c) Proof of expenses
- d) Medical certificates
- e) Proof of unemployment

**6.3 Important Notes**

- a) Pro-rata refunds or fee waivers will not be approved unless adequate and legitimate documentation is provided.
- b) It is the student's responsibility to ensure that all evidence is verifiable and meets policy requirements.



- c) Due to Privacy Legislation, the organisation will not contact third parties to obtain evidence on the student's behalf, however, ACFB reserves the right to contact a third party in the event we need to validate the evidence provided.
- d) All evidence will be securely stored and accessible only to authorised staff, in compliance with the Privacy Policy and Privacy Legislation. It will be used exclusively for processing the refund request.

## **7) Course Suspensions & Transfers**

- 7.4 Students may defer their course as outlined in the Student Handbook, however payment plans will continue as set and no refund will be provided for deferrals
- 7.5 Any student who wishes to exit their course and complete a lower-level qualification will not be entitled to a refund of course fees paid over the amount of the lower-level course.

## **8) Provider Default**

- 8.4 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 refund.

## **9) Payment Plan Obligations**

- 9.4 Students on a payment plan remain responsible and liable for all instalments unless a refund is granted under this policy.
- 9.5 Missed payments may result in enrolment cancellation with no refund.

## **10) Refund Processing**

- 10.1 Refund requests must be submitted in writing to ACFB at [admin@acfb.edu.au](mailto:admin@acfb.edu.au).
- 10.2 Approved refunds will be processed within 28 days of approval.

## **11) Debt Recovery**

- 11.1 If for any reason a student has defaulted in their payment to ACFB, 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.

## **12) Appeals Process**

- 12.1 Students may appeal refund decisions by following the Complaints and Appeals Policy available at [acfb.edu.au](http://acfb.edu.au).

## VET Student Loans

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### 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](http://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 full impact on the student until on or after the census date for the VET unit(s) of study in question; and
- made it impractical for the student to complete the requirements for the VET unit(s) of study in question.

A student will need to apply for special circumstances with supporting documentation. ACFB must receive an application within 12 months of the withdrawal day of that unit(s). ACFB may provide more time if it was not possible to apply within 12 months. If the student didn't officially withdraw, then the application must be made within 12 months after the period which they undertook (or were to undertake) that unit.



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.

A student may apply to the Secretary for their FEE-HELP balance to be recredited under section 71 of the Act because:

- The provider, or a person acting on the provider's behalf, engaged in unacceptable conduct in relation to the student's application for the VET Student Loan; or
- The provider has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student

Applications to the Secretary for re-crediting must be made within 5 years after the census date for the course, or the part of the course, concerned, or within that period as extended by the Secretary. The application must include the following to the extent that they are known to the applicant:

- Details of the course to which the application relates
- Details of the provider of that course
- The loan amount that is to be re-credited
- The applicant's student identifier (if any)
- Any documents supporting the application

The Secretary may re-credit a student's FEE-HELP balance in relation to special circumstances if ACFB:

- Is unable to act or is being wound up or has been dissolved; or
- Has failed to act and the Secretary is satisfied that the failure is unreasonable

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 \$1,826 (GST exempt) for 2021 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).

## ACFB's Scholarship Program

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ACFB offers a Scholarship Program for students enrolled in Massage and Myotherapy courses (not available with a Support Grant). The program provides students with the opportunity to further develop their practical skills by participating in additional supervised clinic sessions in a real clinic environment open to the public.

All scholarship clinics are in addition to the minimum practical clinic requirements of the course. Students who accept a scholarship and are required to complete additional clinic sessions must either complete these sessions or pay out the additional clinics above the course minimum requirements in accordance with ACFB's course fee arrangements.

Further information about the Scholarship Program is available from the ACFB administration team.



## General Course Information

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### Work Placement

Students enrolled in fitness courses are required to complete work placement as part of their training and assessment requirements. Relevant work placement documentation is available through each student's eLearning platform. Students are responsible for sourcing their own work placement host.

Prior to commencing work placement, students must ensure that all required work placement forms are completed and signed by the host organisation and submitted to ACFB for approval. Work placement must not commence until the required documentation has been received and approved by ACFB.

### Student Clinics

Students enrolled in massage courses are required to complete practical clinic sessions as part of their training and assessment requirements. These clinics are conducted within ACFB's student clinic and provide students with the opportunity to apply their skills in a supervised, real client environment.

The number of required clinic sessions may vary depending on the course or scholarship arrangements applicable to the student. Students should refer to their course information or contact ACFB for further details regarding clinic requirements. ACFB recognises that some students may have religious beliefs that affect their ability to provide or receive massage treatment from a person of the opposite gender. Students are encouraged to advise ACFB of any such circumstances prior to enrolment so that appropriate arrangements and course requirements can be discussed.

Some relevant training packages require students to demonstrate competency in treating both male and female clients. Where this situation arises, ACFB will work with the student to identify a suitable arrangement. This may include the student conducting and documenting a treatment on a family member of the opposite gender in a supervised on-campus clinic environment.

All other students are required to participate in student clinics and perform treatments in accordance with ACFB's standard clinic requirements.

### ACFB's Mentoring Program

ACFB recognises that studying through on-campus FLEXI or distance learning can present additional challenges for some students. To support students studying in these delivery modes, ACFB provides access to a mentoring program throughout the duration of their course. Each student will be allocated a mentor who is an experienced ACFB trainer. Mentors are available to assist students with questions relating to their course, learning materials and general study progress.

Students may contact their mentor by phone or email for guidance and support. Mentors may also contact students periodically to check on their progress, provide encouragement and offer assistance where required.



## First Aid Training

Most ACFB courses include a First Aid unit as part of the training program. The Certificate IV in Fitness and the Advanced Diploma of Myotherapy do not include First Aid as part of the course requirements.

Students studying on-campus or via on-campus FLEXI may complete their First Aid training during scheduled classes or workshops arranged by ACFB.

Students studying via distance learning may either attend an ACFB scheduled First Aid session or complete an approved equivalent First Aid course through an external Registered Training Organisation. Where a student chooses to complete First Aid training externally, this will be at the student's own cost and the qualification must be equivalent to the required unit.

Students who have already completed a current First Aid qualification should provide a copy of their certificate to their Course Coordinator for review.

## Course Suspensions and Extensions and Transfers

ACFB provides students with the opportunity to apply for course suspensions, course extensions and course transfers where circumstances require flexibility in their study arrangements. Maximum course durations are outlined earlier in this handbook. In certain circumstances, such as medical or compassionate grounds, students may request a suspension or extension beyond the standard duration by providing appropriate supporting evidence (for example a medical certificate, counsellor letter or other documentary evidence).

Fees may apply to course extensions or transfers. Details of any applicable fees are outlined in the Fees section of this handbook. Any fees associated with an extension or transfer must be finalised before the extension or transfer is approved. Students may be able to include these fees within an existing direct debit payment plan.

- **Course Suspension**  
A course suspension allows a student to temporarily pause their studies. The maximum suspension period is outlined in the Course Suspension application form.
- **Course Extension\***  
A course extension provides a student with additional time to complete their course where they are unable to meet the standard completion timeframe. The maximum extension period is outlined in the Course Extension application form.
- **Assessment Extension\***  
An assessment extension allows a student additional time to complete a specific assessment task where circumstances prevent submission by the original due date.
- **Course Transfer\***  
A course transfer allows a student to move between delivery methods or between different timetabled classes within the same course, subject to availability and approval.

**\*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.



A student will be able to apply for a maximum of:

- two (2) course extensions, for the following courses
  - Certificate III in Fitness
  - Certificate IV in Fitness
  - Certificate IV in Massage Therapy
  - Advanced Diploma of Myotherapy
- three (3) course extensions for the following course:
  - Diploma of Remedial Massage

ACFB expects students to actively participate in their studies and make reasonable progress throughout their course. Where a student has not been actively engaging in their course or does not demonstrate a genuine intention to complete their studies, ACFB may refuse a request for extension. In these circumstances, the student may be withdrawn from the course and issued with a Statement of Attainment for any units of competency that have been successfully completed.

## Attendance

Regular attendance at scheduled classes and sessions is important to ensure students gain the practical skills and knowledge required to successfully complete their course and meet industry expectations.

On-campus students are expected to maintain a minimum attendance rate of 80% for scheduled classes. Students studying via on-campus FLEXI are required to attend all scheduled one-on-one sessions.

Diploma of Remedial Massage students studying via the on-campus FLEXI delivery option must attend all required one-on-one sessions conducted on-campus to remain eligible to apply for a health care provider number.

If a student is unable to attend a scheduled class or session, it is their responsibility to contact ACFB by phone or email as soon as possible to advise of their absence. Students are also responsible for obtaining any missed learning materials or homework. Where a student is absent for a scheduled demonstration assessment, a medical certificate or other appropriate supporting documentation may be required. Failure to provide appropriate documentation may result in the assessment being recorded as Not Yet Satisfactory.

Students requiring special consideration for a theory exam, practical assessment or excursion should discuss this with their trainer prior to the scheduled activity wherever possible.

## Amenities / Student Notice Board / Timetables

ACFB provides student amenities to support a comfortable and productive learning environment. Students have access to a common room which includes student computers and library resources that may be used for study purposes.

Kitchen facilities are also available and include a microwave, refrigerator and crockery. Students are expected to clean, dry and return any kitchen items after use and maintain shared areas in a tidy condition.



Course timetables are provided to students and staff prior to the commencement of each semester. The most up-to-date timetable information is also available through each student's online learning portal.

### Fitness Classroom Equipment & General Equipment at ACFB

ACFB provides a range of equipment and training resources to support practical learning, particularly within the Fitness classroom at the Ringwood campus. This equipment is provided for training and assessment purposes as part of scheduled classes, workshops and one-on-one sessions.

All equipment must only be used during supervised training sessions and under the direction of an appropriately qualified ACFB trainer. Students must follow all instructions provided by their trainer and use equipment only for its intended purpose. Students are expected to use all equipment in a safe and responsible manner, consistent with the guidance provided during training sessions and ACFB's workplace health and safety requirements.

ACFB takes reasonable steps to provide a safe learning environment; however, students are responsible for following trainer instructions and safety guidelines when using equipment.

## Course Assessment Information

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### Assessments

ACFB conducts assessment in accordance with the requirements of the relevant training packages and national competency standards. Assessment activities are designed to measure a student's ability to demonstrate the skills and knowledge required to achieve competency in each unit.

Assessment methods may include, but are not limited to, short answer questions, case studies, written assignments, take-home exams, essays and practical demonstrations. All assessments are marked against the performance criteria and evidence requirements outlined within the relevant unit of competency.

Some subjects may require students to achieve a higher standard for particular assessment tasks. Students must successfully complete all required assessment activities in order to be deemed competent in the unit.

Most assessments are completed and submitted through each student's eLearning portal. Each assessment will have an open and close date for submission. Once submitted, assessments will be reviewed by the trainer or assessor and the result, along with feedback, will be made available through the student's grades page in the eLearning platform.

Students are generally permitted up to two assessment attempts unless otherwise approved by the Course Coordinator. Where a student is assessed as Not Yet Competent or Not Yet Satisfactory, they may be provided with the opportunity for reassessment after review and additional guidance where required.



Students are responsible for reviewing all required course materials and preparing appropriately for assessment tasks. ACFB aims to support students throughout their training and encourages students to seek assistance from their trainer, mentor or Student Support Officer if additional guidance is required.

**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 and does not have a valid reason, they must contact the Course Coordinator to request that the assessment be reopened. The student may also be required to complete an Assessment Extension form. Extension forms are available from ACFB administration and through each student's online learning portal.

### **Practical Assessments**

If a student is assessed as Not Yet Satisfactory (NYS) on their first attempt at a practical assessment, they will be provided with a second opportunity to complete the assessment at no additional cost.

If the student is assessed as Not Yet Satisfactory on the second attempt, a re-sit fee will apply for a third assessment attempt. If the student is assessed as Not Yet Satisfactory on the third attempt, the student may be required to re-enrol in the relevant unit and pay the associated unit fee in order to undertake further training and assessment.

### **Final Practical Demonstration**

If a student is assessed as Not Yet Satisfactory (NYS) on their first attempt at the final practical demonstration or assessment, they will be provided with a second opportunity to complete the assessment at no additional cost. If the student is assessed as Not Yet Satisfactory on the second attempt, a re-sit fee will apply for a third attempt.

If the student is assessed as Not Yet Satisfactory on the third attempt, the student will be required to re-enrol in the relevant unit(s) and pay the associated unit fee before undertaking further training and assessment.

### Resubmitting Assessments

If a student is required to resubmit an assessment, the resubmission must be completed within the timeframe specified by the trainer or Course Coordinator. If the assessment is not resubmitted within the designated timeframe, the student may be required to re-enrol in the relevant unit in order to complete the required training and assessment.

### What do I need to Complete to Graduate?

To successfully complete a course and graduate, students must complete all required training and assessment activities for their qualification. This includes successfully completing all units of competency, assessments and any required practical components such as clinics, work placement or demonstrations relevant to the course.



Students can monitor their progress and view outstanding assessment requirements through their student webpage on the eLearning platform throughout the duration of their course.

Students must also ensure that all course requirements are completed within the approved course duration and that any outstanding fees or charges have been finalised before certification can be issued.

### Artificial Intelligence Programs

Artificial intelligence (AI) tools are increasingly used within education to support learning activities. Tools such as spell checkers, grammar assistants, search engines and speech-to-text applications have been used in education for many years. More recently, generative AI tools such as ChatGPT and similar platforms have become widely available.

While these tools may assist students in understanding concepts and accessing information, they also raise important considerations regarding academic integrity and the authenticity of assessment evidence. ACFB requires students to demonstrate their own knowledge, skills and understanding in all assessment activities. ACFB promotes honesty, fairness, trust, respect and responsibility in learning and assessment.

#### **Use of AI in Assessments**

AI tools may be used to support learning and research activities, such as assisting students to understand unfamiliar concepts, definitions or terminology. Students must ensure that any information obtained through AI tools is verified using credible sources, including learner guides, textbooks, industry resources or guidance from their trainer.

Students must not submit AI-generated responses as their own work. Copying or submitting content generated by AI tools, or copying information from the internet without appropriate referencing, does not demonstrate competency and may be considered plagiarism. All assessment submissions must reflect the student's own work and understanding of the learning material.

#### **Appropriate Use of AI**

Students may use AI tools to assist their learning where the information is used to guide their understanding of course material.

When using AI tools for research purposes, students must:

- verify the accuracy of the information using credible sources
- locate and review the original source of the information
- confirm the relevance and credibility of the information before using it
- write all assessment responses in their own words
- reference the original source where applicable

Information taken directly from AI-generated responses without verifying and referencing the original source does not meet ACFB's assessment requirements.

#### **Academic Integrity and Misconduct**

Submitting AI-generated content as assessment work is considered academic misconduct. Examples of academic misconduct include, but are not limited to:



- submitting work generated by AI tools as your own work
- using AI tools to complete assessment questions or assignments
- copying or paraphrasing information from other sources without appropriate referencing
- copying another student's work
- unauthorised collaboration or allowing another student to copy your work
- using online cheating or assignment services

Where academic misconduct is identified, ACFB may take disciplinary action in accordance with the policies outlined in the Student Handbook. This may include reassessment requirements, withdrawal from the course or other disciplinary actions.

### **Verification of Assessment Authenticity**

ACFB may implement a range of methods to verify the authenticity of assessment submissions. These may include questioning, observation, practical demonstrations, or requesting that a student explain or demonstrate the work they have submitted. These processes ensure that assessment evidence reflects the student's own knowledge and skills.

### **Seeking Guidance**

Students who are unsure about the appropriate use of AI tools in their assessments should:

- consult their trainer for clarification
- refer to their learner guides and course materials
- use AI responsibly to support their learning, not replace it

ACFB is committed to maintaining the integrity of its training and assessment processes while supporting students to use technology responsibly in their learning.

## Student Support, Safety and Wellbeing

### Access and Equity

ACFB is committed to providing a learning environment that supports fair and equitable access to education and training. The college aims to provide training opportunities that are inclusive, respectful and accessible to individuals from diverse backgrounds and with varying abilities, wherever this is practicable within the physical and academic requirements of the courses delivered.

ACFB promotes training and assessment practices that are fair, transparent and inclusive. This includes recognising and supporting students who may be at risk of disengaging from their studies, implementing non-discriminatory practices, and providing reasonable support where appropriate to assist students to achieve their learning outcomes.

The college operates in accordance with relevant Commonwealth legislation relating to equal opportunity and anti-discrimination, including the Racial Discrimination Act 1975, Sex Discrimination Act 1984, and the Disability Discrimination Act 1992. Information relating to ACFB's access and equity practices is made available to students and staff through the Student Handbook and internal policies.



ACFB staff share responsibility for maintaining an inclusive learning environment and ensuring that access and equity principles are applied in training and assessment practices. Where a student requires additional support beyond the services available within the college, ACFB will assist by providing referrals to appropriate external support services.

### Equal Opportunity & Duty of Care

ACFB is committed to providing a learning and working environment that is free from discrimination, harassment and bullying. All students, staff and visitors are expected to treat one another with courtesy, dignity and respect. Discrimination, harassment or victimisation based on factors such as gender, age, disability, cultural background, religion, marital status or personal circumstances will not be tolerated.

ACFB recognises that students may have individual needs that can affect their participation in training and assessment. Students are encouraged to inform the college if they require specific support relating to their studies, personal circumstances or religious and cultural requirements. Where possible, ACFB will work with students to identify appropriate support arrangements.

ACFB has a duty of care to provide a safe and supportive learning environment for all students and staff. Trainers, coordinators and college management act with honesty, integrity and responsibility to ensure that learning activities are conducted in a safe and professional manner. Students are also expected to act responsibly and contribute to maintaining a safe and respectful learning environment.

To support student wellbeing, ACFB provides access to appropriate support services which may include educational, vocational or personal guidance, assistance with study-related matters and information regarding health and safety, equal opportunity and anti-discrimination practices. Where a student requires support beyond the services available within the college, ACFB will assist by providing referrals to appropriate external support organisations.

ACFB is committed to maintaining a safe and balanced learning environment. Where a student engages in behaviour that threatens the safety, wellbeing or rights of other students or staff, including harassment, intimidation, discrimination or other serious misconduct, the college may take appropriate disciplinary action in accordance with its policies and procedures.

### Cultural Safety and Respect

ACFB is committed to creating a culturally safe and respectful learning environment where students from all cultural and linguistic backgrounds feel valued and supported. We recognise and respect the diversity of our student community and promote inclusive practices that support participation and success for all learners.

Students and staff are expected to treat each other with respect and consideration for cultural differences, beliefs and values. Discrimination, harassment or behaviour that undermines cultural safety will not be tolerated. ACFB encourages open communication and mutual respect to ensure that all students feel comfortable participating in learning activities and practical training environments.



## Access and Reasonable Adjustment

ACFB is committed to supporting students with diverse learning needs and providing equitable access to training and assessment. Where appropriate, reasonable adjustments may be made to training and assessment processes to support students with specific needs, such as disability, language, literacy or numeracy challenges, or other personal circumstances. Adjustments are designed to support students to demonstrate their competency while ensuring the integrity of the training package requirements and assessment outcomes is maintained.

Students who believe they may require additional support are encouraged to discuss their needs with their trainer or the student support team as early as possible so that appropriate arrangements can be considered.

## Student Code of Conduct

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### Professionalism, Misconduct and Disciplinary Process

ACFB is committed to providing a safe, respectful and supportive learning environment where all students can participate without disruption or interference. Students are expected to act professionally and treat fellow students, staff, trainers, clients and visitors with courtesy and respect at all times.

Students are also expected to uphold the standards and reputation of ACFB when participating in classes, practical sessions, clinics, excursions or any activities associated with their course.

#### **Misconduct**

Misconduct refers to behaviour that disrupts the learning environment, breaches ACFB policies or compromises the safety or wellbeing of others. Examples of misconduct include, but are not limited to:

- wilful damage, removal or theft of property
- physical or verbal assault, harassment or intimidation
- cheating, plagiarism or assisting another student to cheat
- negligent, disruptive or disorderly behaviour
- disrespectful, offensive or inappropriate conduct towards students, staff, clients or visitors
- behaviour that disrupts classes or learning activities
- attending training under the influence of alcohol or illicit drugs
- smoking or vaping within ACFB premises or restricted areas
- infringement of copyright or plagiarism
- persistent lateness or failure to follow reasonable instructions from staff

ACFB reserves the right to remove a student from a class or activity if their behaviour presents a risk to the safety or wellbeing of other students, staff or clients.

Students must not charge members of the public for services related to their course of study while they are still completing their qualification unless this forms part of an approved ACFB training or clinic activity. Any breach of this requirement may result in disciplinary action.



### **Campus Conduct**

ACFB maintains a non-smoking environment. Smoking and vaping are not permitted within ACFB buildings, entrances, car parks or areas immediately surrounding the campus. Food and drink are not permitted in classrooms or training areas unless approved by the trainer. Water bottles are permitted. Students may use the kitchen or common room areas during scheduled breaks.

### **Disciplinary Process**

Where a breach of ACFB policies or misconduct occurs, ACFB will manage the matter in a fair and reasonable manner. The disciplinary process may include the following steps:

- **Stage 1 – Informal Resolution or Warning**  
The student may receive a verbal or written warning and may be required to attend a meeting with a trainer or Course Coordinator to discuss the matter. Where appropriate, the student may be given the opportunity to rectify the issue.
- **Stage 2 – Formal Disciplinary Action**  
Where the breach is serious or repeated, ACFB may take further disciplinary action. This may include temporary removal from a class, suspension from training activities or cancellation of enrolment.

Any disciplinary action will be managed in accordance with ACFB policies and relevant regulatory requirements.

Students have the right to appeal any decision in accordance with the Grievance, Complaints and Appeals policy outlined in this handbook.

## Student Confidentiality

All student information is treated as confidential and will be safeguarded by ACFB, its related committees, individuals and/or organisations acting on its behalf. ACFB ensures that all confidential student information collected is used only for records management purposes relevant to the delivery of training and education provided by ACFB. Except where required under the Standards for Registered Training Organisations (RTOs) 2025, or by law, ACFB will not disclose information relating to individual students to any third party without the student's written consent.

ACFB will maintain accurate records relating to each student's academic progress and will provide access to those records upon request by the individual student. All student records will be retained in accordance with the data retention requirements outlined in the Standards for Registered Training Organisations (RTOs) 2025 and relevant legislative requirements.

### **Access to Records**

With regard to access to records, ACFB will:

- Allow students access to their own personal records upon request. Proof of identification may be required before access is granted.
- Ensure that third-party access to personal records is only granted with written consent from the student, unless disclosure is required by law.



- Provide required reports to regulatory bodies in accordance with external reporting requirements relating to the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).
- Provide access to records where required by legal authorities in accordance with the Privacy Act 1988 (Cth) and other relevant legislation.
- Provide access to records for the registering body where required under regulatory or audit conditions.
- Provide access to relevant student records for authorised training staff where required to fulfil their duties in the delivery and assessment of training.
- Maintain records relating to course delivery, training products on scope, enrolments, participation and completion data in accordance with AVETMISS reporting requirements.
- Maintain the confidentiality of all staff and student records in accordance with the Privacy Act 1988 (Cth) and relevant privacy principles.

As required under privacy legislation, ACFB requires its committees, employees, contractors and associated organisations to safeguard any confidential information obtained through their involvement in the operations of ACFB.

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

Students may be contacted by the National Centre for Vocational Education Research (NCVER) to participate in surveys relating to their training experience. These surveys help government and training organisations understand the outcomes and quality of vocational education and training.

Students may also be contacted by authorised government bodies or regulatory authorities for the purpose of surveys, audits or research projects relating to vocational education and training.

ACFB may also invite students to participate in internal surveys to gather feedback on the quality of its training and assessment services. Feedback from students and employers helps ACFB identify opportunities for improvement and supports its continuous improvement processes.

ACFB may be required to report summary information about student outcomes and feedback to relevant regulatory authorities as part of its obligations as a Registered Training Organisation. Participation in surveys is voluntary. Survey responses are treated as confidential and reported in a way that does not identify individual respondents. ACFB will take reasonable steps to protect the privacy and confidentiality of survey participants in accordance with applicable privacy legislation.

### Occupational Health and Safety

ACFB is committed to providing and maintaining a safe and healthy environment for all staff, students, contractors and visitors. ACFB aims to minimise risks to health and safety in accordance with the Occupational Health and Safety Act 2004 (Victoria) and relevant workplace safety requirements.

Students and staff are expected to take reasonable care for their own health and safety and the safety of others while participating in training, practical activities or using ACFB facilities and equipment. All individuals must follow safety instructions provided by trainers and comply with ACFB's health and safety procedures.



If an accident, injury or incident occurs, or if a situation arises that may pose a risk to any person, it must be reported to an ACFB staff member as soon as possible. An Incident Report form must be completed and submitted to ACFB administration. ACFB will investigate reported incidents where required and take appropriate steps to address risks and maintain a safe learning environment.

### First Aid / Medical Conditions

First aid kits are available in the student common room/kitchen and the main office. If first aid treatment is required, students should notify their trainer or a member of the administration team as soon as possible.

ACFB trainers and administration staff hold current first aid qualifications to assist in responding to incidents where required. Students who have a medical condition that may affect their ability to safely participate in practical training activities should inform their trainer or Course Coordinator prior to commencing practical classes. In some circumstances, students may be required to obtain medical clearance from a qualified medical practitioner before participating in practical activities.

Any personal medical information disclosed to ACFB staff will be treated as private and confidential in accordance with ACFB's privacy and confidentiality requirements.

### Copyright & plagiarism

#### **Plagiarism**

Plagiarism is the act of presenting another person's work, ideas or words as your own without appropriate acknowledgement of the original source. Plagiarism is considered a form of academic misconduct and is not acceptable at ACFB.

Plagiarism may occur when:

- another person's work or ideas are paraphrased and presented without appropriate referencing
- another student's work is copied or partly copied
- phrases or passages are used verbatim without quotation marks and/or without referencing the original author or source
- artificial intelligence (AI) tools are used in an incorrect, unethical or undisclosed manner to complete an assessment
- work generated by AI tools is submitted as a student's own work
- collusion occurs, including unauthorised collaboration or knowingly allowing another student to copy your work
- online cheating or assignment writing services are used

#### **AI and Plagiarism**

The use of artificial intelligence tools to generate assessment responses may lead to plagiarism if the content is submitted as the student's own work. AI-generated responses do not demonstrate a student's individual knowledge or understanding and may contain inaccurate or outdated information.



Students must ensure that all assessment submissions reflect their own learning and are written in their own words. Any information used in assessments must be verified using credible sources and appropriately referenced in accordance with ACFB's referencing guidelines.

### **ACFB's Stance on Plagiarism**

ACFB treats plagiarism and academic misconduct seriously. Where plagiarism is identified, students may be required to resubmit the assessment and demonstrate their understanding of the learning material. Repeated or serious breaches of academic integrity may result in disciplinary action in accordance with ACFB policies, which may include reassessment requirements, withdrawal from a unit or course, or other actions where appropriate.

Students should refer to the ACFB Referencing Handbook, available through the student webpage or from ACFB administration, for guidance on correct referencing practices.

### **Copyright Notice**

All documentation produced by ACFB, including course materials, manuals, advertising material, photographs and videos, is protected by copyright. No part of these materials may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the Australian College of Fitness & Bodywork.

Recording devices of any kind, including video or audio recording equipment, are not permitted on ACFB premises without prior written permission from the Program Manager or Principal. This includes the use of smart recording devices such as AI-enabled glasses.

### **Security, Theft & Lost Property**

Students are responsible for the care of their personal belongings while attending ACFB. Students are advised to keep their belongings with them at all times, particularly during class breaks. ACFB does not accept responsibility for personal items that are lost, stolen or damaged while on campus. Any theft or suspected theft should be reported to ACFB staff as soon as possible.

ACFB will not tolerate students taking property that does not belong to them. Any such behaviour will be addressed in accordance with ACFB's Professionalism and Misconduct policies. A lost property box is located at reception. Items that are not collected within twelve (12) weeks may be donated or disposed of. ACFB premises are monitored by a security system connected to a security service provider to assist in maintaining a safe environment.

### **Grievance, Complaints and Appeals Process**

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

**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 if requested by 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](http://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](http://acfb.edu.au) (and on each student's eLearning webpage) and submitted directly to the Complaints and Appeals Committee via [admin@acfb.edu.au](mailto:admin@acfb.edu.au). The Complaints and Appeals Committee is composed of each department head and the Program Manager. 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 5 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 an external body and contact details are as follows:

Resolution Institute - [www.resolution.institute](http://www.resolution.institute)

Australian Mediation Association (AMA) - <https://ama.asn.au>



ACFB will cooperate and provide all relevant information requested by 'Lead from Within' throughout the review process. There is no cost to the complainant for the external stage of the grievance process. 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 maintain at all times. All decisions and recommendations made as a result of the grievance procedure will be implemented promptly by ACFB.

## Withdrawing from your studies

### **Non-VET Student Loans**

#### **How do I withdraw?**

To withdraw from a unit of competency or course, you must complete the Withdraw Form located in the Policy & Procedure section of your student webpage or available on-campus. Please note: If you are paying for your course via an instalment plan, your instalments will continue as per ACFB's Refund and Withdrawal policy until all required fees have been collected.

For further information regarding refunds, please refer to ACFB's Refund Policy located within this Student Handbook. Please note that if you withdraw from your course, you will only be issued with a Statement of Attainment for any unit(s) of competency where:

- you have been fully assessed and deemed competent in all assessment components of the unit(s);
- payment for the training has been made; and
- you have provided a valid 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](mailto: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](mailto: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

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### Quality Assurance

ACFB is committed to maintaining high standards in the delivery of education and training. Senior staff and trainers actively participate in professional development and maintain membership with relevant professional associations that promote ongoing learning and industry engagement.

ACFB also conducts regular continuous improvement meetings where student feedback, trainer input, industry developments and operational practices are reviewed. These processes help identify opportunities to improve course delivery, training resources and the overall student experience. Feedback from students, trainers and industry representatives forms an important part of ACFB's quality assurance and continuous improvement processes.

### 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 issuing all AQF certification documentation associated with the courses it delivers. Once students believe they have completed all course requirements, they must submit a "Request to Graduate" application. This form is available on the student webpage of ACFB's website and can be submitted via email or provided to the student's trainer or Course Coordinator.

Certification documentation will only be issued once all course requirements have been successfully completed. These requirements include:

- all outstanding course fees have been paid
- all required units of competency have been completed
- all theory and practical assessments have been successfully completed
- all required practical components (such as demonstrations, clinics, work placement or logbooks) have been completed
- all borrowed library materials or equipment have been returned
- all required documentation has been completed and signed

Students may collect their certificates from ACFB at no cost or request that they be sent via registered post for a fee of \$10.

Certificates and Statements of Results are normally issued within two to three weeks after the Course Coordinator has approved the Request to Graduate application. In all cases, certification documentation will be issued within 28 days of the student being assessed as competent in all required units.



If required, students may request a letter confirming course completion prior to receiving their formal certification documentation. Students should be aware that many units of competency require the successful completion of practical demonstrations, logbooks, work placement or supervised clinics. Until these requirements are completed, the unit cannot be recorded as completed.

ACFB may withhold certification documentation until all outstanding fees, equipment or library loans have been finalised in accordance with ACFB policies.



### Mitcham Campus Information

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

#### Evacuation Procedure (Mitcham Campus)

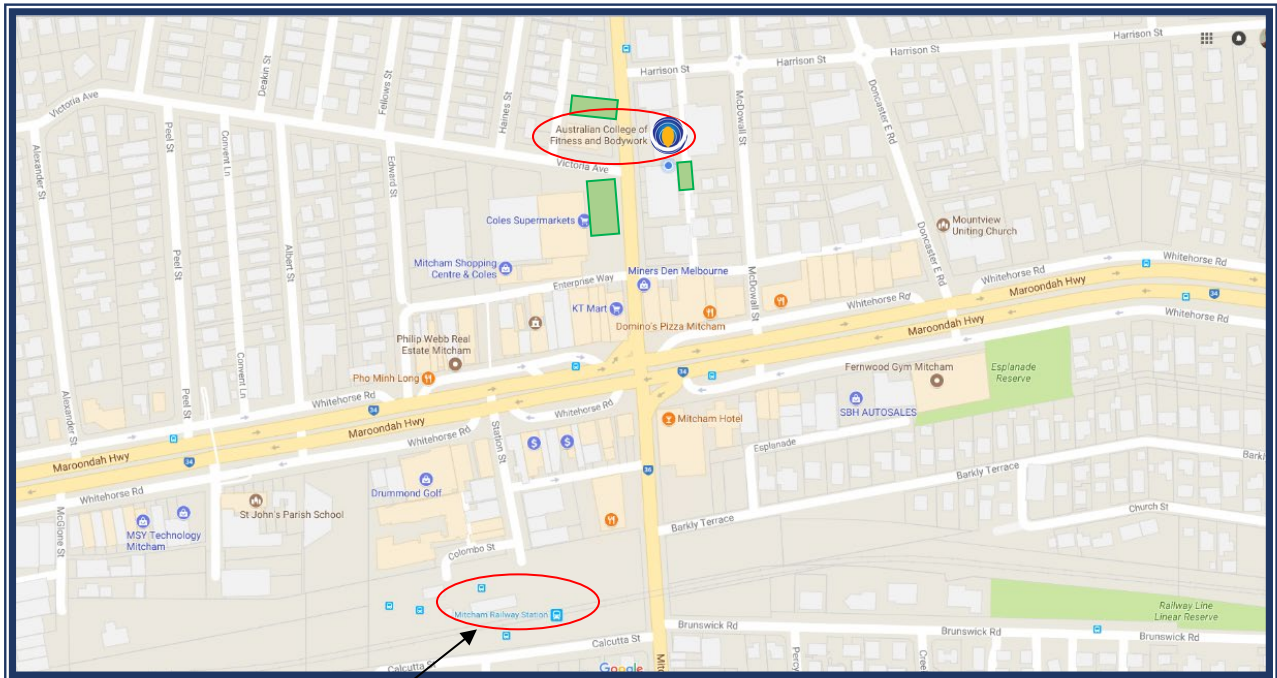
In the event of an emergency where evacuation of the premises is required, students and staff must exit the building via the nearest safe exit. This may include the front entrance or the rear exit located near the office at either end of the hallway. All occupants must proceed to the designated assembly point located at the **corner of Mitcham Rd & Harrison St**. A roll call and head count will be conducted to ensure all persons are accounted for. Evacuation plans are displayed in each room and near fire safety equipment throughout the building.

#### Parking & Public Transport

ACFB has nine (9) parking spaces available for staff and students. Additional parking options include:

- Parking available at the shopping centre located across the road from the campus
- Metered street parking available for two to four hours along surrounding streets (free after 6:00 pm)
- Street parking located along the side streets next to and behind ACFB

External parking areas and surrounding streets generally have adequate lighting to allow students to safely walk between their vehicles and the campus. The Mitcham campus is ideally located approximately 200 metres (about a 4-minute walk) from Mitcham Train Station. Several bus stops are also located within approximately 100 metres of the campus along Whitehorse Road and Mitcham Road, including the major stops located at the corners of Whitehorse Road and Mitcham Road.



Parking

Mitcham Train Station (Lilydale Line)



## Ringwood Campus Information

**Location:** 263 Maroondah Hwy, Ringwood, Vic, 3134

### Evacuation Procedure (Mitcham Campus)

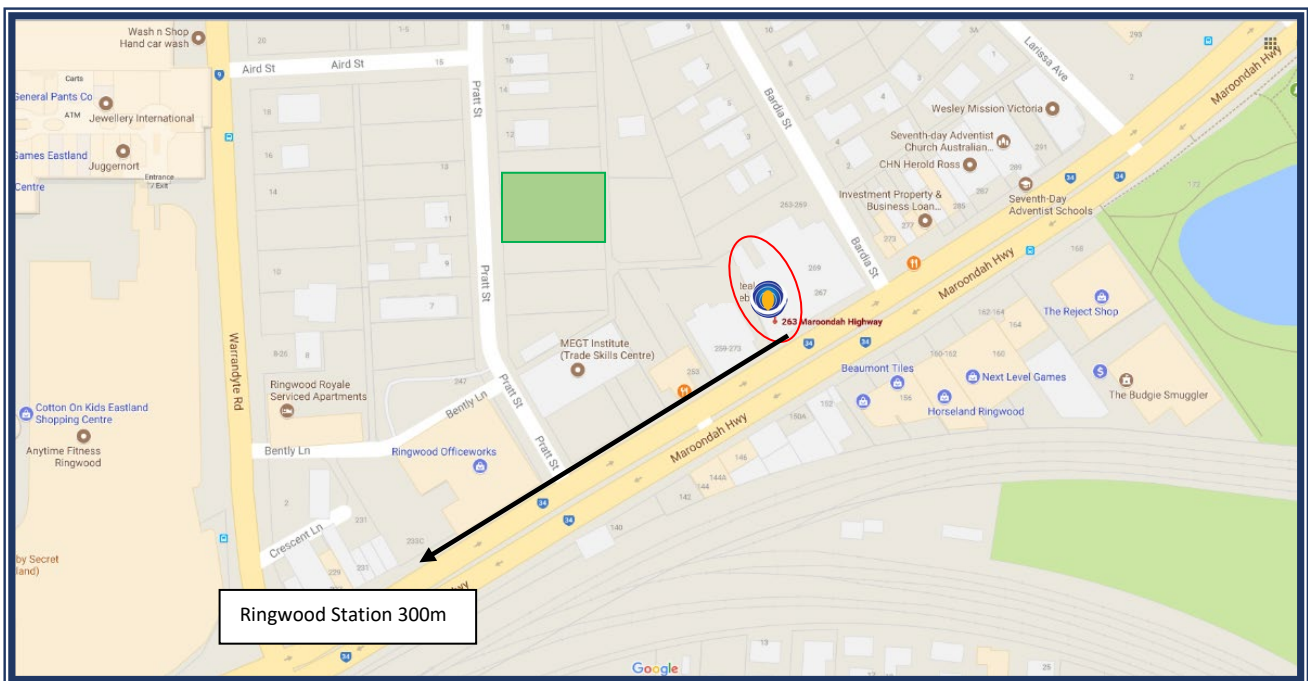
In the event of an emergency where evacuation of the premises is required, students and staff must exit the building via the nearest safe exit. This may include the front entrance or the rear exit located near the office at either end of the hallway. All occupants must proceed to the designated assembly point located at the entrance to the car park on Bardia Street. A roll call and head count will be conducted to ensure all persons are accounted for. Evacuation plans are displayed in each room and near fire safety equipment throughout the building.

### Parking & Public Transport

ACFB has approximately ten (10) parking spaces available for staff and students. Limited student parking is available at the rear of the ACFB building. Alternative parking options include:

- Paid parking – Wilson Parking, 10 Pratt Street, Ringwood
- Free all-day parking – Ringwood Lake Park, 26–28 Rosedale Crescent, Ringwood East (approximately 700 metres or a 5–10 minute walk via the Ringwood Lake path)

Street parking and external parking areas in the surrounding streets generally have sufficient lighting, allowing students to safely walk between the campus and nearby parking areas. The Ringwood campus is located approximately 300 metres (5–6 minutes’ walk) from Ringwood Train Station and Eastland Shopping Centre. The Ringwood Bus Terminal is also located at the train station.



Parking 