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Hi and thank you for choosing an Institute training program. We cherish the fact that you chose us to help you start or further your fitness and health career.

The Institute is the first and largest training provider for the Australian fitness industry, and the Institute’s training programs provide the most popular career pathways. Since 1979 the Institute and its founders have been pioneering, growing and developing the Australian fitness industry. With more students studying with the Institute and more graduates starting their career each year, it is obvious why only the Institute can state we are “first in fitness courses and careers”.

As a Friend of the Institute you will immerse yourself in an accelerated learning experience. You will be energised by our coaches and empowered by both the training and assessments. However, in the end it will be your decision whether you want to excel. As a graduate of the Institute we certainly hope you do.

We are proud of every graduating Warrior that leaves the Institute for a career in the fitness and allied industries. Through you and every person you touch we fight Sedentary Death Syndrome and improve the physical activity and health of our nation.

You now find yourself at the start of a new adventure so allow me to share with you a quote from Goethe that may give you guidance and assurance:

“Whatever you can do, or dream you can, begin it. Boldness has genius, power and magic in it.”

CEO Australian Institute of Fitness

OUR PROMISE
Our graduates will be energised and empowered to excel in fitness.

OUR MISSION
The Australian Institute of Fitness is dedicated to training Warriors against SeDS - Sedentary Death Syndrome.

OUR WOW VALUES
We’re always Friendly + Fresh + Fun + First

YOU ARE OUR FRIEND
We take a fresh approach to training and we therefore refer to our Students as Friends. When you enrol you become a Friend of the Institute.
. . . BEFORE YOU START YOUR PROGRAM

This Booklet is designed to provide you with useful and important information you will need while completing your studies at the Institute.

CODE OF PRACTICE

The Australian Institute of Fitness strives to provide quality training that meets the highest standards.

We are committed to:

- Maintaining high professional standards in the delivery of training and assessment services and which safeguard the interests and welfare of our students
- Delivering and assessing the vocational qualifications for which it has been registered, provide adequate facilities and use methods and materials appropriate to the learning and assessment needs of students
- Continually monitoring and assessing the performance and progress of our students and staff
- Recognising access and equity principles and processes in the delivery of our services
- Continuous improvement of our products and services
- Compliance with all legislation, national standards, guidelines and codes of practice related to the administration of students
- A high level of duty of care for all students

Although we have contacts with career partners, i.e. possible employers, we do not provide a promise of employment. This responsibility lies with the Student.
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<tr>
<th>STATE</th>
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<tbody>
<tr>
<td>ACT</td>
<td>11 Irving Street, Phillip ACT 2606</td>
</tr>
<tr>
<td>New South Wales</td>
<td>Ground Floor, 40 Oxley Street, St Leonards NSW 2065</td>
</tr>
<tr>
<td></td>
<td>Ground Floor, 87 Marsden Street, Parramatta NSW 2150</td>
</tr>
<tr>
<td>Queensland</td>
<td>395 St Pauls Terrace, Fortitude Valley, QLD 4006</td>
</tr>
<tr>
<td>South Australia</td>
<td>2 North Terrace, Adelaide SA 5000</td>
</tr>
<tr>
<td>Victoria</td>
<td>405 Church Street, Richmond VIC 3121</td>
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<td></td>
<td>276 Russell St, Melbourne VIC 3000</td>
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<td></td>
<td>1 Bath Lane, Bendigo VIC 3550</td>
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<td></td>
<td>855 Ferntree Gully Road, Wheelers Hill VIC 3150</td>
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<td></td>
<td>345 Wagga Rd, Lavington 2641</td>
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<tr>
<td></td>
<td>Crn North Road and The Strand, Newport VIC 3015</td>
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<tr>
<td>Western Australia</td>
<td>Mercantile Lane, 177 St Georges Terrace, Perth WA 6000</td>
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Telephone 1300 669 669  
Website www.fitness.edu.au
The Australian Institute of Fitness can trace its heritage back to 1979 when one of its founders was the first person to run training courses for the fitness industry in Australia. In 2001 after 20 years of collaboration under different names in different States and Territories, the founders came together under one strong brand name – Australian Institute of Fitness. These pioneers of the fitness industry created the largest national Registered Training Organisation (RTO) in the industry.

We now produce more graduates than other fitness RTOs!

As well as providing programs for group exercise, gym instruction and personal training, we also deliver programs in massage therapy and business qualifications tailored for fitness industry graduates. Programs may vary across all states - please check with your local campus for details.
We are proud of our team. They are experts in their field and are dedicated to training professionals for the fitness industry.

All of our coaches are qualified in the subjects they teach. We go one step further... by ensuring that our coaches have current experience in the fitness industry so you can be sure you are learning from someone who has walked the talk.

We have special names for our staff - here is a list so that you get to know who’s who when you start your journey with us.

**Players**
Everyone employed by the Institute is a player. We play hard to make your journey as enjoyable as possible.

**Admin Angels**
Our angels are on hand every day to ensure you have a WOW experience. If you need any help, just ask one of our friendly Angels.

**Career Gurus**
These happy people are in your campus to make sure you find the right program at the right time for you. They will support you on your journey to complete your program and achieve a new career in fitness.

**Career Scouts**
Their mission is to get in front of the industry leaders and promote our graduates. They organise career nights and keep friends aware of where the best fitness careers are available.

**Coaches**
Our amazing team of experienced, knowledgeable Coaches will ensure that you become a world class trainer.

**Team Captains**
There are three Captains of the Institute; these are Careers, Training and A Team. Their job is to ensure a fun, smooth and professional journey through your program and into the fitness industry.

**Campus Skippers**
Skippers manage each campus and are part of the team. If you see them around the campus say hello and have a chat.

**Mission Commander**
The Mission Commander steers the Institute and heads up the Team Captains.

**OUR FRIENDS**

**Friends**
We like to think you are more than a student - you are our “Friend” and we are here to help you to excel in your chosen career.

**Warriors**
Once you have graduated you become a Warrior against SeDS!
Friends enrolled in the Master Trainer Program with the Australian Institute of Fitness (Certificate III in Fitness and Certificate IV in Fitness) are also eligible for Certification as an Institute Master Trainer Level 1 (MTL1).

To obtain Master Trainer Certification at Level 1, you must be deemed competent at both Certificate III in Fitness (SIS30310) and Certificate IV in Fitness (SIS40210) and for face-to-face meet the following criteria as defined below:

1. **Presentation**  
   An Institute Master Trainer dresses in uniform and always looks professional, fit and healthy and complies with the Friends Commandments in this document.

2. **Punctuality**  
   An Institute Master Trainer is punctual, present and submits tasks on time.

3. **Attitude**  
   An Institute Master Trainer is proactive and positive (a climber) and supportive and encouraging of all people around them (refer to the Friends Commandments).

4. **Attendance**  
   An Institute Master Trainer completes all components of the Master Trainer Program and attends all face to face sessions.

5. **Performance**  
   An Institute Master Trainer strives to do their best and performs personal training to a high standard by meeting the performance criteria in a final assessment based on communication, screening, exercise prescription and technical skills. Two opportunities exist to achieve the performance standard. A re-sit fee may apply.

6. **Experience**  
   An Institute Master Trainer has a broad range of fitness experiences and satisfactorily completes the Master Trainer Log Book. A resubmission fee may apply.
Our programs are offered in a face to face and via online eLearning delivery styles. We believe that learning should be energising, exciting and easy. A mix of theory and hands-on experiences will help you to understand the important fundamentals and then how to apply them practically.

FACE-TO-FACE
Our face-to-face programs are delivered by professional trainers in our purpose-built, practical training facilities complete with a gym. We sometimes use the facilities of our industry partners for delivery of specialist modules.

ONLINE
Our online program is delivered via a combination of online workbooks, audio, video resources and tutorials via our Institute eCampus.

TRAINERS AND ASSESSORS
Australian Institute of Fitness trainers and assessors are experienced, insightful, explain the big picture and help you set goals.
Because we employ full time Coaches, you can be sure that knowledgeable, technical people are always on hand for advice.
Our trainers possess the qualifications, skills and experience equivalent to or exceeding national industry standards and requirements.

OUR ONLINE ECOACHES
We have a dedicated team of eCoaches who are purely there to support you, manage your training and answer questions whenever you need them. They are available via email, phone or even face-to-face.

ONLINE - TRAINING DURATION
For Friends enrolling in the Master Trainer program that includes both Certificate III in Fitness (SIS30310) and Certificate IV in Fitness, specialising in Personal Training (SIS40210), a total of 12 months is allowed to complete all assessments.
The Gym Instructor program that includes Certificate III in Fitness (SIS30310) is completed within 6 months of enrolment.
The Personal Trainer program that includes Certificate IV in Fitness, specialising in Personal Training (SIS40210) is also completed within 6 months.
In extenuating circumstances, you may extend your program timeframe for a limited period only and fees may apply

LEARNING MATERIALS
Our learning materials are presented in the form of program workbooks, which include lecture notes, activities and self-assessment projects.
Online eFriends will receive learning materials on line or by post and face-to-face Friends will receive their workbooks during their first session.
This document is provided to ensure that you have received, read and understand the terms, conditions and requirements of your training and will cover:

- Have you read and understood the information provided in the Student Handbook
- Have you read and understood your rights and obligations, and the obligations of the Institute, as outlined in the Code of Practice
- Have you been advised of the competencies to be achieved
- Have you received advice about guidance, counselling and support services
- Have you been advised of the qualification to be issued on completion or part completion of your study

A Declaration of Understanding must be signed by Friends (or if under 18, their guardian) before training can commence as proof that they have read and understood the terms and conditions outlined in the Student Handbook.

Face-to-face Friends will be required to submit the Student Declaration by the end of the first face-to-face session.

Online eFriends will be required to submit the Student Declaration before access keys are activated

**PROGRAM INDUCTION (FACE-TO-FACE FRIENDS ONLY)**

During your first session you will be given your program materials and campus induction. Information about the time and date of the induction will be given to you as part of your enrolment confirmation.

At the induction you will learn about your program structure, assessment activities and our campus facilities. Friends will be taken through evacuation procedures, which are of vital importance in the case of a fire or other emergency.

Attendance (face-to-face)

Attendance is an essential part of the program. You are expected to attend all sessions, arrive punctually and stay until the end of the session.

If you have a challenge with attendance, please discuss with your Coach.
At the beginning of your program you will receive information on your assessments. You must let your Coach know if you have any concerns about the nature or timing of assessment events. You must submit assessment work and attend scheduled assessments on the specified dates.

**ASSESSMENT TECHNIQUES**

In our unique system, big scary exams are a thing of the past. Instead you participate in mini knowledge checks, fun workshops and practical evaluations.

As you progress through the program we use informal assessment to prepare you for your final assessment activities. This may include oral questioning, case studies, role-plays, quizzes, multiple choice questioning, and observation of practical skills, informal presentations and critiques with your Coach.

You must be competent in all assessment activities to complete the program.

**PROGRAM EVALUATION**

To enable us to continually improve the program content and delivery, we request that you complete an evaluation throughout the program. This information is confidential.

**ISSUANCE OF QUALIFICATIONS**

Qualifications and Statements of Attainment are issued to Friends who meet the required outcomes of a Qualification or Unit of Competency, in accordance with all appropriate National Guidelines.
We all love to have FUN, but we do expect that Friends behave in a manner that promotes the wellbeing of themselves and others when on Campus or visiting a fitness facility. This will ensure that everyone enjoys the experience. So, as a Friend of the Australian Institute of Fitness, you will gain the most from your training when you:

1. Are professionally presented at all times – dress and groom for your fitness career and adhere to the Friend’s Uniform Policy
2. Are ready to perform – aim to be energised, fit and healthy, and always able to represent yourself, the Institute and the industry in a positive light
3. Demonstrate a positive, friendly attitude and be supportive of those around you
4. Demonstrate an openness and willingness to learn and excel by participating fully in all sessions
5. Are punctual and present for every session, assessment, re-assessment or appointment you have during your program – put your career first, attend on time and remain until the completion of the session
6. Enhance and contribute to the learning experience by holding yourself and others accountable by:
   a. Switching off personal electronic devices
   b. Minimising unnecessary chatter
   c. Respecting equipment and facilities
   d. Only asking relevant and necessary questions
   e. Embracing and acting on feedback
   f. Being disciplined
7. Come prepared for all sessions and assessments; review and apply knowledge and practice the skills to maximise your performance
8. Uphold and model a fresh and healthy lifestyle – sleep well, participate in all sessions drug and alcohol free, and refrain from smoking whilst in uniform and/or in the vicinity of the campus
9. Accept, respect and empower yourself and others – do not put down, intimidate or discriminate against anyone in any way at any time
10. Contribute to the cleanliness, hygiene, tidiness and safety of the campus environment
To protect our Friends and Team Players at the Institute we have developed policies to deal with misconduct. These include but are not limited to:

- Breaches of Institute rules and or instruction or failing to comply with the lawful direction of an Institute Player
- Acting in a manner that may endanger the safety or health of another person
- Assaulting or attempting to assault, or causing a person to be in reasonable fear of their safety or wellbeing
- Significantly impairing the ability of a person to participate in any Institute activity
- Acting in a manner that disrupts the peace and good order of the Institute or brings it into disrepute
- Divulging confidential information relating to an Institute matter
- Causing damage to or loss of property of the Institute
- Creating false or misleading representation of themselves as an Institute Friend or of other Friends or Players of the Institute
- Abusing, harassing, bullying or threatening Player or Friends
- Cheating
- Breaching any Act of the Commonwealth or State to which the Institute is subject

**HOW WE DEAL WITH MISCONDUCT AT THE INSTITUTE**

If a Player or Friend experiences or observes what they believe is ‘misconduct’ they should advise the Campus Skipper or Team Captain as soon as possible. We will respond as quickly and efficiently as possible.
PLAGIARISM WARNING:

1. No friend shall represent the work of another person, as his or her own in any academic assignment or assessment, if the material so represented constitutes only a part of the work submitted.

2. No friend shall contribute any work to another friend if he or she knows or should know that the latter may submit the work in part or whole as his or her own.

3. Receipt of payment in whatever form of work contributed shall raise a presumption that the friend had such knowledge.

4. Any friend found to have committed or aided and abetted the offence of plagiarism may be subject to the following penalties depending on the severity of his or her involvement in the offence, as deemed appropriate by the Institute.
   a. The friend shall receive no grade for the relevant academic assignment or assessment, and asked to resubmit the assessment.
   b. The friend shall be awarded an attitude strike against their MTL1 certificate.
   c. The friend shall be struck out by being awarded 3 consecutive attitude strikes against their MTL1 certificate.

TIPS FOR AVOIDING PLAGIARISM:

• Paraphrase your source information. This means more than rearranging the structure of a sentence or changing a few words. A good way to do this is to figure out what the source means to you and then writing this down without looking at the source.

• Place quotation marks around direct quotes. Use parenthetical documentation for all quotes and paraphrased information, and provide a reference page at the end of your work.

• Handwrite your notes. The objective is to record quotes, paraphrases, and summaries in an orderly manner so that the page number, source, author/editor, and publication information are carefully noted. This may seem time consuming, but you will be less likely to commit the “P” word!
We provide Friends with the opportunity to study, learn, and develop skills in a safe and supportive educational and social environment. It is against the law to discriminate against people on the grounds of:

- Sex (including sexual harassment or pregnancy),
- Age
- Disability (includes past, present or possible future disability)
- Race, colour, ethnic or ethno-religious background, descent or nationality
- Gender identification

If you feel you have been discriminated against, please complete an Incident Report Form. The incident will be investigated immediately and dealt with in the strictest of confidence.

UNIFORM POLICY

We believe that looking like a fitness professional from the very first session of your course will assist you to excel in your fitness career. Being presentable and well groomed is integral to feeling and acting like a Master Trainer.

Your Institute shirt is part of the Friend’s uniform and will be presented to you in your first face-to-face session. You are required to be in uniform for every session and assessment.

Your uniform consists of:

- Your Institute shirt
- Personal Trainer professional pants or shorts that allow freedom of movement and match your Institute shirt (denim attire and skirts are not permissible)
- For extra warmth on those chilly days, wear a short or long sleeved top (white or black only) under your Institute shirt OR you can purchase the Institute jacket
- Clean presentable trainers (no open shoes, thongs, canvas slippers or high heels)
- Suitable workout gear and trainers for the practical sessions

We want you to smell good too so please consider your personal hygiene.

If your shirt size is out of stock, we ask that you wear a similar shirt with the rest of your uniform until your shirt arrives.


**DEFERMENT POLICY (FACE-TO-FACE FRIENDS)**

During the program the Institute allows for a Friend to defer their study for a maximum of six months. The decision to grant a deferment is at the discretion of the Campus Skipper on the basis of the information provided.

Friends must complete a “Deferment Application Form”. The decision on whether deferment has been granted will be communicated to the Friend in writing within 7 days of receiving the Deferment Application.

There is an administration fee of $300 for a deferment which is payable with the application. If the Friend is paying by a direct debit plan, this will continue during the deferment period.

A Friend must recommence their program within 6 months of the end date of the Program in which they were originally enrolled. After this period of time their program will be cancelled and the Friend will be subject to paying a full program fee should they wish to re-enrol.

You are not able to defer your enrolment after 7 business days prior to the commencement of your course.

**RE-SIT POLICY**

You may apply to re-sit specific session/s or assessment/s outside of the standard enrolment session timetable if recommended/determined by your Coach in certain circumstances. To do this there must be an available place in the session or assessment and you must be up to date with all your financial obligations. Following the last session day of your course you have 6 months to re-sit a session and 14 days to re-sit an assessment. Re-sits of sessions or assessments within these set time periods incurs no fee or charge. Where no assessment is available during the 14 day period, you may re-sit the next available assessment session at no fee or charge. After this period fees will be applicable. The re-sits must take place within 24 months from the date of the last session for face-to-face friends and within 12 months after the last session for eLearning Friends.

**TRANSFER POLICY**

During the program you may transfer from one Campus to another. You are permitted one transfer during the life of your enrolment and transfer requests are to be made within 6 months of the end date of the Program in which you were originally enrolled. A transfer can only be made at certain points in the program and will be subject to space being available. A fee of $300 is payable with the Transfer Application Form and you must be up to date with your financial obligations.

**PRIVACY POLICY**

We respect your privacy; that means that personal information collected as a result of your enrolment will be used by the Institute for specific purposes only; these being general administration, vocational education and training administration and regulation, as well as planning, reporting, communication, research, evaluation financial administration (including debt recovery) auditing and marketing.

Only authorised Institute officers and other authorised personnel (e.g. credit service providers) will have access to this information.
Your personal information may be disclosed to Australian and State government authorities and agencies to comply with legislation.

If you are a school-based Friend, your personal information, attendance details, progress and results may be disclosed to your school and the relevant government authority. If you are under the age of 18 years, your personal information, attendance details, progress and results may be disclosed to your parents/guardians.

No further access to your personal information will be provided without your consent unless authorised or required by law.

You give consent, when signing the enrolment form, to unconditional use of your images (or video) for information and promotional purposes in various media including but not limited to website, newspaper, magazine, television and brochures by the Institute.

You acknowledge and give consent unconditionally for your information to be provided to Australian Fitness Network and to potential employers and industry bodies.

**WORK HEALTH AND SAFETY (WH&S)**

We encourage safe working practices as an integral part of our program. We comply with the federal WHS Act 2011. Should an incident happen while you are at Australian Institute of Fitness, Players or Friends must complete an "Incident Report Form" at the time of the incident.

A first aid kit is available at the Institute and there is a designated first aid officer.

If you have any questions regarding safety and the prevention of accidents, including the use of equipment, please do not hesitate to speak to your Coach.

**RECORD KEEPING**

Australian Institute of Fitness keeps complete and accurate records of the admission, progress and graduation of our Friends, including financial records that reflect payments.

In accordance with the Privacy Amendment Act 2000, all Friends’ records are kept in confidential files. You are able to view your file upon making a written request to Australian Institute of Fitness.

**QUALITY ASSURANCE**

The Institute has adopted and maintains a quality assurance system for managing and monitoring all education and training operations and for reviewing Friends and Player satisfaction.

ENJOY THE EXPERIENCE AND HAVE FUN!!