



College
of Health & Fitness

Learners Handbook

**(RTO 30798) The College of Health & Fitness – Learners
Handbook v4.0**

www.cohaf.edu.au

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Information for Students

The College of Health and Fitness (RTO #30798) has been operating since June 2002. It is a family-owned business.

As a Registered Training Organisation (RTO) The College of Health and Fitness delivers nationally recognised training in:

BSB30120 Certificate III in Business	BSB40120 Certificate IV in Business
BSB50120 Diploma of Business	SIS20122 Certificate II in Sport and Recreation
SIS30321 – Certificate III in Fitness	SIS40221 Certificate IV in Fitness
SIS20321 – Certificate II in Sport Coaching	HLT23221 Certificate II in Health Support Services
HLT37315 Certificate III in Health Administration	HLTINFCOV001 Comply with infection prevention and control policies and procedures
FSK10219 Certificate I in Skills for Vocational Pathways	FSK10119 Certificate I in Access to Vocational Pathways
FSK20119 Certificate II in Skills for Work and Vocational Pathways	Certificate in Nutritional Consultancy

In Australia, only Registered Training Organisations can issue nationally recognized qualifications. Our RTO provider number is 30798.

Our office and training facilities are located at Unit 11, 12 Discovery Drive, North Lakes, QLD 4509. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods.

We offer training via:

- classroom
- eLearning modules
- webinars, and a combination of the above.

Some of the courses we deliver require work placement, some may have inherent characteristics or requirements for training or assessment that must be met for students to be accepted for enrolment.

Entry requirements for each course are specified in the relevant course outline and on our website.

Governance and Administration

Clause 7.1 of the Standards states that the RTO ensures its executive officers or high managerial agents:

- are vested with sufficient authority to ensure the RTO complies with the RTO Standards at all times; and
- meet each of the relevant criteria specified in the Fit and Proper Person requirements in Schedule 3.

To meet this requirement the Director of The College of Health and Fitness maintains RTO compliance through a systematic approach and ongoing continuous improvement.

The Director is the legally responsible person and is accountable for how the RTO operates. Responsibility for the day-to-day operation of the RTO rests with the Manager who regularly provides updates to the Director through weekly discussions and e-mails. Communications are maintained with staff through staff meetings, ongoing emails and face-to-face discussions.

Compliance

The College of Health and Fitness ensures that the highest standards are maintained in the provision of vocational education training and professional development. The College of Health and Fitness will ensure compliance with relevant policies, legal requirements, codes of practice, and national standards, including commonwealth and state legislation that may affect training and assessment in the VET sector and business operations.

The College of Health and Fitness is dedicated to following the provisions in the VET Quality Framework and will deliver training and assessment in compliance with the standards of the Registered Training Organizations' 2015.

The College of Health and Fitness is a Qld Department of Employment, Small Business, and Training Skills Assure supplier and delivers training in accordance with our Skills Assure supplier contract.

Course Information

The College of Health and Fitness will ensure that before completing enrolment, applicants shall receive adequate information regarding the course, minimum LLN requirements, training, assessment, and services provided, to enable them to make an informed decision about the suitability of the course and The College of Health and Fitness as their preferred RTO provider.

Some courses may require students to undertake a work placement, meet specific regulatory requirements (e.g. Blue Card), attend a workplace, or otherwise incur costs not covered by their enrolment fee. Where possible, these costs will also be identified before enrolment.

After enrolment, students will be given access to training materials in digital format. Hard copy resource books/materials will need to be purchased should students require them.

A welcome email will be sent with login details so students can access the appropriate College of Health and Fitness eLearning portal. Students will have access to course information, course content, resources, assessment information, and support available.

Assessments

The College of Health and Fitness assesses you through several methods. These include multiple choice questions, quizzes, case studies, role plays and practical assessments. Each course has its own unique mix of the above. You are allowed to have a maximum of 3 attempts per section in which you will be provided with detailed feedback to assist you to progress with your studies.

During your studies you will need access to the following:

- Computer with a compatible operating system (Window 8 or higher, MAC)
- Printer, scanner, and phone
- Current web browser (Chrome, Safari or Firefox)
- Email address and stable internet connection access (with a reliable speed of at least 5mbps)
- Microsoft Office - including Word, Excel and PowerPoint
- Adobe reader

All of your assessments need to be completed on a laptop (provided by you) and uploaded into your e-skilled student portal. You will need to know how to create, save and edit documents, access and search the internet and have knowledge of how to upload and save documents. Please let us know if you would like someone from our support team to contact you to help you navigate your online portal. Our goal is for you to enjoy your training, and we aim to prevent any undue pressure on you when it comes to completing assessments.

You will have **12 months** after training to complete and submit all assessment items, documentation, and pay all fees (see Assessment Fees, page 24). During this time we provide weekly live assessment support classes, one-on-one phone support sessions and email correspondence with your trainer. To book, please contact our office or visit our Student Support section of our learning platform to book a session or email Penny at admin@cohaf.edu.au

Certification

Successful completion of accredited units of competency contributes towards the achievement of learning goals. Nationally recognized training achievement is recognized in the Australian Qualifications Framework (AQF) which specifies the format of qualification certificates, records of results, and statements of attainment. A certificate will be awarded to students who have paid all fees and fulfilled all requirements of the qualification in which they are enrolled, (i.e. all units of competency).

Students who have completed one or more units of competency and paid all fees will receive a Statement of Attainment for the unit(s) of competency.

The College of Health and Fitness will notify the Department of Youth Justice, Employment, Small Business and Training (DYJESBT) of all completed nationally recognized training delivered by the College. Accredited unit(s) are entitled to receive

a Statement of Attainment. DESBT and Queensland Curriculum and Assessment Authority (QCAA) match data for school student records.

Details for circumstances regarding the revocation of a certification can be found in the attached "PLAGIARISM AND CHEATING POLICY AND PROCEDURES" document.

Third-Party Agreements

As the RTO, the College of Health and Fitness is responsible for all training and assessment services related to the courses we offer.

In some cases, the College of Health and Fitness will work with, or as, a third party for another organization or RTO. When a student enrolls in a course in respect of which a Third Party Agreement is in effect, the College of Health and Fitness will ensure all students are made aware of the existence of a Third Party Agreement and any responsibilities of the parties that may affect their decision to enroll in the course.

Disability

Students who have any special needs—physical or otherwise—should notify The College of Health and Fitness upon enrolment and registration. (e.g., dyslexia, reading or numeracy difficulties, English as a second language, etc.) as these factors may affect the student's ability to complete the selected training course.

The College of Health and Fitness will provide support to those with special needs by:

- a. discussing with the student at enrolment the support that will be required.
- b. endeavouring to provide support, or
- c. referring the student to a source of support that will then provide a pathway into the selected course of study.
- d. reasonable adjustment including the use of assistive technology, providing education support, using alternative assessment methods, and extra time to complete a course or assessment.
- e. maintaining written records of outcomes and the actions taken for each student in the student management system, where reasonable adjustment is required.
- f. ensuring that reasonable adjustment is provided while maintaining the fundamental components of the course without compromising the learning outcomes.

The College of Health and Fitness may occasionally notify potential students that their enrolment application is not accepted due to course prerequisites or personal support needs. Such decisions are made carefully and with the best interests of the student and their educational experience in mind.

Support Services

In the event that a student's support needs fall outside of the skills of The College of Health and Fitness team, we will refer the student to an appropriate support service to assist them in acquiring the required skills.

Unique Student Identifier (USI)

All students undertaking nationally recognised training, require a USI to receive a qualification or Statement of Attainment. If you do not have a USI, The College of Health and Fitness will not be allowed to generate your qualification or Statement of Attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer, or demonstrating prerequisites when undertaking further training.

A USI must be provided by all students enrolling in accredited training as part of the enrolment process. The USI is stored in and verified via the Student Management System (SMS) in accordance with the Student Identifiers Act 2014 and the Privacy Act 1988. In the case your student identifier predates the current system; you will be informed that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar. This will not affect your accreditation or successful course completion. For more information and to register for a USI visit: www.usi.gov.au. If you have trouble creating your USI follow the instructions to 'Create a USI'

Fees and Charges

The College of Health and Fitness is committed to maintaining effective financial management processes for fees and charges, refunds, and transfers in accordance with legislative and regulatory requirements, which include:

- Standards for Registered Training Organisations 2015
- GST (Goods and Services) Act 1999
- Competition and Consumer Act 2010
- Fair Trading Act 2010

Our fees and charges policy and associated schedules cover the following:

a) all relevant fee information including:

- fees that must be paid to the RTO; and
- payment terms and conditions including deposits and refunds;

b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;

c) the learner's right to obtain a refund for services not provided by the RTO in the event the:

- arrangement is terminated early; or
- the RTO fails to provide the agreed services.

For information about your rights as a consumer of education services in Queensland, please visit this site: <https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/training-courses>

For further information about our fees and charges policy and associated schedules please read our Fees and Charges policy attached to this document.

Changes to Agreed Services

The College of Health and Fitness consents to offer services in line with the details given to students upon enrolment. There can be instances in which this agreement is not possible to be met. The following procedure will be followed in the extremely improbable event that The College of Health and Fitness is unable to provide the agreed-upon service:

Course Cancellation

If a course needs to be canceled, the procedure listed below will be implemented.

- Provide written notification (via email and SMS) to students as soon as possible
- Provide alternative options for course attendance or a full refund of fees paid
- Update marketing materials and website

Registration of The College of Health and Fitness ceases

Registration of an RTO may cease if:

- the period of registration expires
- the RTO wishes to cease its operation
- the business is sold
- there are grounds to cancel or suspend registration due to non-compliance with the Standards for Registered Training Organisations (RTOs) 2015.

The justification underlying the College of Health and Fitness ceasing its operation:

- being sanctioned due to non-compliance
- the business is sold– Registration cannot be transferred, sold, or otherwise assigned to another individual, legal entity, or organization.

The College of Health and Fitness will:

- Provide written notice (email and SMS) to all students that the RTO will no longer be operating, preferably with at least 30 days' notice.
- The College of Health and Fitness will ensure that all student information is submitted in line with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting requirements.
- A copy of each current student's student record, including the qualification papers for any completed units of competency, will be arranged for.
- The College of Health and Fitness will assist all enrolled students in finding a training place with another registered training provider.

Additional Policy Documents

Before submitting the enrollment form, prospective students must read and agree to the terms and any relevant obligations within these documents and direct any queries to the College of Health and Fitness staff.

The following documents are attached to this document in addition to the Policy documents mentioned above:

- Code of Practice
- National VET Data Policy
- Complaints & Appeals Policy
- Assessment Fees
- Privacy & Personal Information Policy
- Anonymity & Pseudonymity
- Website Specific
- Plagiarism and Cheating Policy
- RPL & Credit Transfer Policy

Code of Practice

Training and Assessment services

The College of Health and Fitness is committed to providing Training and Assessment services, resources, support, and equipment in a condition and environment that is conducive to achieving competency in the units of study undertaken. The College of Health and Fitness will deliver training and assessment in accordance with Standards 1, 2, and 3 of the Standards for Registered Training Organisations (RTOs) 2015.

Issuance of Qualifications

The College of Health and Fitness will promptly provide copies of all qualifications and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students concerning their course progress, achievements, and statements of attainment. The College of Health and Fitness will issue qualifications in accordance with Standard 3 of the Standards for Registered Training Organisations (RTOs) 2015.

Financial Management

The College of Health and Fitness applies sound and accountable financial practices within its day-to-day operations and maintains adherence to an equitable refund policy. The College of Health and Fitness's financial processes are in accordance with Standards 5 and 7 of the Standards for Registered Training Organisations (RTOs) 2015.

Records and Information Management

The College of Health and Fitness implements best practices in its records management practices and systems, responding promptly to all requests for information. The College of Health and Fitness maintains records and information management processes in accordance with Standards 6, 7, and 8 of the Standards for Registered Training Organisations (RTOs) 2015.

Access and Equity

The College of Health and Fitness assists all clients in identifying and achieving their desired outcomes. The College of Health and Fitness is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy, or numeracy and upholds the principles of equal opportunity. The College of Health and Fitness access and equity processes are in accordance with Standard 4 of the Standards for Registered Training Organisations (RTOs) 2015.

RPL (Recognition of Prior Learning)

The College of Health and Fitness is committed to supporting RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and orientation events before undertaking studies. The College of Health and Fitness will deliver training and assessment in accordance with Standards 3, 4, 5, and 6 of the Standards for Registered Training Organisations (RTOs) 2015.

Stakeholder feedback

The College of Health and Fitness is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services. The College of Health and Fitness operates in accordance with Standards 2, 4, 5, and 6 of the Standards for Registered Training Organisations (RTOs) 2015.

Provision of information

Clear and accurate advice is provided to all enrolling students at The College of Health and Fitness. Initial contact, orientation, and the commencement of studies are supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures, and RPL arrangements or credit transfer. The College of Health and Fitness will provide information in accordance with Standards 3 and 4 of the Standards for Registered Training Organisations (RTOs) 2015.

Marketing Accuracy

The College of Health and Fitness is committed to marketing its training and assessment services in an accurate, ethical, and responsible manner ensuring that all clients are provided with timely and necessary information. The College of Health and Fitness's marketing activities are in accordance with Standards 4, 5, and 6 of the Standards for Registered Training Organizations (RTOs) 2015.

Complaints and Appeals

The complaints and appeals policy of The College of Health and Fitness shall ensure that all complaints are dealt with in a constructive and timely manner. The College of Health and Fitness manages complaints and appeals in accordance with Standard 6 of the Standards for Registered Training Organisations (RTOs) 2015.

Legislative Compliance

The College of Health and Fitness conducts regular reviews to ensure that it is compliant with all state and federal legislative requirements for RTO including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation. The College of Health and Fitness operates in accordance with Standards 7 and 8 of the Standards for Registered Training Organisations (RTOs) 2015.

The College of Health and Fitness is committed to upholding the highest standards for the following legislations; and require all students, trainers, assessors, third party entities and/or other shareholders to be aware of, and comply with, all relevant obligations for the following:

The Sex Discrimination Act 1984

This includes, but is not limited to:

- The obligation to report, and not partake in discrimination against a person because of their sex, gender identity, intersex status, sexual orientation, marital or relationship status, family responsibilities, because they are pregnant or might become pregnant or because they are breastfeeding.

The full document can be found on the Australian Federal Register of Legislation at <https://www.legislation.gov.au/C2004A04426/2018-04-12/text>.

[The Racial Discrimination Act 1975](#)

This includes, but is not limited to:

- The obligation to report, and not partake in discrimination against a person due to their race, colour or national or ethnic origin.

The full document can be found on the Australian Federal Register of Legislation at <https://www.legislation.gov.au/C2004A00274/2015-12-10/text>.

[The Disability Discrimination Act 1992](#)

This includes, but is not limited to:

- The obligation to report, and not partake in discrimination against a person due to any disability.

The full document can be found on the Australian Federal Register of Legislation at <https://www.legislation.gov.au/C2004A04426/2018-04-12/text>.

These also include the following State and Territory specific legislation:

[Discrimination Act 1991 \(ACT\)](#)

This includes, but is not limited to:

- The obligation to report and not partake in discrimination in employment, including discrimination against commission agents and contract workers, partnerships, professional or trade organisations, qualifying bodies, employment agencies, education, access to premises, provision of goods, services or facilities, accommodation, clubs, and requests for information.

The full document can be found on the Legislation Register at: <https://www.legislation.act.gov.au/a/1991-81>.

[Anti-Discrimination Act 1977 \(NSW\)](#)

This includes, but is not limited to:

- The obligation to report and not partake in discrimination in employment, including discrimination against commission agents and contract workers, partnerships, industrial organisations, qualifying bodies, employment agencies, education, provision of goods and services, accommodation, and registered clubs.

The full document can be found on the Legislation Register at : <https://legislation.nsw.gov.au/view/html/inforce/current/act-1977-048>.

[Anti-Discrimination Act 1992 \(NT\)](#)

This includes, but is not limited to:

- The obligation to report and not partake in discrimination in education, work, accommodation, provision of goods, services and facilities, clubs, insurance, and superannuation.

The full document can be found on the Legislation Register at : <https://legislation.nt.gov.au/Legislation/ANTIDISCRIMINATION-ACT-1992>.

Anti-Discrimination Act 1991 (QLD)

This includes, but is not limited to:

- The obligation to report and not partake in discrimination in work and work-related areas (paid and unpaid), education, provision of goods and services, superannuation and insurance, disposal of land, accommodation; club membership and affairs, administration of state laws and programs, local government, qualifications, industrial, trade, professional or business organisation membership, and existing partnership and in pre-partnership.

The full document can be found on the Legislation Register at : <https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>.

Equal Opportunity Act 1984 (SA & WA)

This includes, but is not limited to:

- The obligation to report and not partake in discrimination in employment, partnerships, clubs and associations, qualifying bodies, education, provision of goods and services, accommodation, sale of land, advertising (including employment agencies), conferral of qualifications, and superannuation.

The full document can be found on the Legislation Register at : <https://www.legislation.sa.gov.au/lz?path=%2Fc%2Fa%2Fequal%20opportunity%20act%201984>.

Anti-Discrimination Act 1998 (TAS)

This includes, but is not limited to:

- The obligation to report and not partake in discrimination in employment (paid and unpaid), education and training, provision of facilities, goods and services, accommodation, membership and activities of clubs, administration of any law of the State or any State program, and awards, enterprise agreements and industrial agreements.

The full document can be found on the Legislation Register at: <https://www.legislation.tas.gov.au/view/html/inforce/current/act-1998-046>.

Equal Opportunity Act 2010 (VIC)

This includes, but is not limited to:

- The obligation to report and not partake in discrimination in employment, partnerships, firms, qualifying bodies, industrial organisations, education, provision of goods and services, disposal of land, accommodation (including alteration of accommodation), clubs, sport, and local government.

The full document can be found on the Legislation Register at: <https://www.legislation.vic.gov.au/in-force/acts/equal-opportunity-act-2010/030>.

The Commonwealth Copyright Act 1968

This includes, but is not limited to:

- The obligation to not represent any document, image, sound, video or other relevant entity as created by an individual other than its original creator.
- The obligation to give credit to the creator for any entity used as part of any submissions or relevant material, where such use is permitted.

The full document can be found on the Australian Federal Register of Legislation at <https://www.legislation.gov.au/C1968A00063/2019-01-01/text>.

[The Work Health and Safety Act 2011](#)

This includes, but is not limited to:

- The obligation to ensure the health and safety of students, trainers, assessors, third party entities and/or other shareholders, an individual's own health and safety, the health and safety of other people who come to the relevant workspace.
- The obligation to comply with instructions of any relevant personnel regarding health and safety, use personal protective equipment if provided, not wilfully misuse any items provided for health and safety purposes, not wilfully place at risk the health and safety of, or injure another person, and not wilfully place at risk or injure oneself.

The full document can be found on the Australian Federal Register of Legislation at: <https://www.legislation.gov.au/C2011A00137/2018-07-01/text>.

This Work Health and Safety Act includes the State and Territory specific legislation for:

[Work Health and Safety Regulation 2017 \(NSW\)](#)

The full document can be found on the NSW Legislation Register at : <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2017-0404>.

[Occupational Health and Safety Act 2004, Occupational Health and Safety Regulations 2017 \(VIC\)](#)

The full documents can be found on the NSW Legislation Register at : <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>.

[Work Health and Safety Regulation 2011 \(QLD\)](#)

The full document can be found on the NSW Legislation Register at : <https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws>.

[Work Health and Safety Regulations 2012 \(SA\)](#)

The full document can be found on the NSW Legislation Register at : <https://www.legislation.sa.gov.au/lz?path=%2FC%2FR%2FWork%20Health%20and%20Safety%20Regulations%202012>.

[Work Health and Safety Act 2020, Work Health and Safety \(General\) Regulations 2022 \(WA\)](#)

The full document can be found on the NSW Legislation Register at : <https://www.commerce.wa.gov.au/worksafe/work-health-and-safety-laws-1>.

[Work Health and Safety Act 2012, Work Health and Safety Regulations 2022 \(TAS\)](#)

The full document can be found on the NSW Legislation Register at : <https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations>.

Work Health and Safety Regulations 2011 (NT)

The full document can be found on the NSW Legislation Register at : <https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws>.

Where any updates or amendments from any legislation affect the ability of any students, trainers, assessors, third party entities and/or other shareholders to reasonably undertake their responsibilities detailed in this document; the relevant impacted parties will be:

- Notified, within a timely manner, of the changes to the legislation. In a period of no longer than 30 days of The College of Health and Fitness management becoming aware of said changes.
- Be made aware of any new provisions, required by them, to adhere to the new legislation and;
- Will be given the opportunity to discuss these changes with The College of Health and Fitness, if required, through the contact information presented below.

Contact Information: The College of Health and Fitness, PO Box 86, North Lakes, QLD 4509 Ph: 07 3385 0195 E: admin@cohaf.com.au Web: www.cohaf.com.au

National VET Data Policy

Why do we collect your personal information?

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

Note: If you do not provide us with the information we require, we will not be able to enroll you in any nationally accredited course, nor access any government training funding for which we must submit a data report.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO. The College of Health and Fitness does not intend to disclose your personal information to any overseas recipients.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analyzing, and communicating research and statistics about the Australian VET sector.

We are also authorized by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills, and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact The College of Health and Fitness using the contact details listed below. DESE is authorized by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specific functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

The College of Health and Fitness provides data on students and student enrolment to the Queensland Government through Avetmiss reporting. This is a requirement of our contract with the Department of Employment, Small Business and Training. The Queensland Department of Employment, Small Business, and Training is regulated in its use of this data by the Information Privacy Act 2009 <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014>

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorized agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact The College of Health and Fitness to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Contact Information: **The College of Health and Fitness, P.O. BOX 86, North Lakes, QLD 4509 Ph: 07 3385 0195**

Email: admin@cohaf.com.au

Web: www.cohaf.com.au

COHAF Privacy Statement: <https://www.cohaf.com.au/our-policies/privacy-statement>

Complaints & Appeals Policy

The Management of The College of Health and Fitness shall ensure that all complaints and appeals are dealt with in accordance with the principles of natural justice and procedural fairness and remain publicly available. All complaints and appeals shall be subject to notification within The College of Health and Fitness management meeting and require the implementation of The College of Health and Fitness complaints and appeals process.

Scope of Complaints and Appeals Policy

The College of Health and Fitness will manage and respond to allegations involving the conduct of:

- a) The College of Health and Fitness, its trainers, assessors, or other staff;
- b) a third party providing services on behalf of The College of Health and Fitness, its trainers, assessors, or other staff; or
- c) a learner of The College of Health and Fitness.

Complaints and Appeals Procedures

For all complaints and appeals; complainants may choose to submit a complaint to The College of Health and Fitness staff via the Informal Process or Formal Process. The College of Health and Fitness staff are required to explain to the complainant the Informal and Formal complaints and appeals processes available to them. The College of Health and Fitness will maintain confidentiality of the complaint, complainant, and all involved entities for the duration, and upon completion of the process and any subsequent review or appeal. Exceptions to this confidentiality are those entities mentioned below, who are involved in the complaint and/or the resolution of the Complaints and Appeals process.

The College of Health and Fitness will contact entities identified by the complainant to be involved in the complaint. They will be informed, as required, to interact with the complaints and appeals process as mentioned below.

(Please note 'The College of Health and Fitness staff' will be considered to include third parties or partnering organization staff)

Informal process

The informal process is as follows:

- Complainants may submit a complaint (verbally or in writing) directly to the staff of The College of Health and Fitness to resolve a complaint through discussion and mutual agreement. All complaints received will be acknowledged in writing within 5 working days by the Management of The College of Health and Fitness and recorded in the Complaints Register.
- Complainants must clearly explain (verbally or in writing) the nature of their complaint and their desired outcome so that The College of Health and Fitness staff can address the complaint effectively.
- Where complainants wish to meet with The College of Health and Fitness staff to detail their complaint, they may be accompanied by a third party of their choice to support them in the informal process discussion.

- The College of Health and Fitness staff will respond in writing to all informal complaints within 5 working days of receipt of a written complaint or a formal meeting, whichever is the latter.
- The outcome of all informal processes, when finalized shall be recorded in the Complaints Register and shall include recommendations for continuous improvement actions, regardless of whether the complainant accepted the results of the review or not.
- All informal complaints that are not resolved with complainants by mutual agreement with The College of Health and Fitness staff will require the completion of the Formal complaints process.

Formal Process

The formal process is as follows:

When a complainant wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff) the Complainant may submit a formal complaint to The College of Health and Fitness management utilizing the 'College of Health and Fitness Complaint Form'.

- The College of Health and Fitness Management will respond in writing to all formal complaints within 5 working days of receipt of a College of Health and Fitness Complaint Form.
- When a Complaint is recognized as requiring more than 60 calendar days to resolve, the management of The College of Health and Fitness must inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.
- The College of Health and Fitness Management shall respond to formal complaints from complainants in writing proposing a resolution to the complaint.
- The College of Health and Fitness Management's responses to the complainant shall include information and procedures concerning the complainant's right to request a review of the proposed resolution, either through further internal review or by an independent external party.
- The outcome of all formal processes, when finalized shall be recorded in the Complaints Register and shall include recommendations for continuous improvement actions, regardless of whether the complainant accepted the results of the review or not.
- When a complainant requests a review of the proposed resolution, the formal complaint and copies of all relevant investigation and enquiry outcomes will be provided to the College of Health and Fitness Director(s).

Review Process

The review process is as follows:

- When a Complainant requests a Review of the proposed resolution of a Formal complaint or is dissatisfied with the attempt to resolve a complaint formally (by College Management) the complainant may request a Review by the College of Health and Fitness Director(s) utilizing the 'College of Health and Fitness Complaint Form'. The College of Health and Fitness will acknowledge receipt of this form within 5 working days.

- The College of Health and Fitness Director(s) will respond in writing to all Review Requests within 5 days of receipt of a 'College of Health and Fitness Complaint Form'.
- When a Complaint is recognized as requiring more than 60 calendar days to resolve, the Director(s) of The College of Health and Fitness must inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.
- The College of Health and Fitness Director(s) shall respond to formal complaints in writing, providing reasons for supporting or altering the proposed resolution.
- The College of Health and Fitness Director(s) responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- The outcome of all review processes, when finalised, shall be recorded in the Complaints Register and shall include recommendations for continuous improvement actions, regardless of whether the complainant accepted the results of the review or not.

Appeals Process

In the event of a complainant advising that they are dissatisfied with the Review Process by The College of Health and Fitness Director(s), the Director(s) shall provide an additional opportunity to provide a solution and shall apply the External Appeal process. An assessment appeal is defined as any appeals process involving the result/s of an assessment piece, by a student. Assessment complaints and appeals will follow the processes outlined under the Complaints and Appeals Policy.

External Appeals

- The College of Health and Fitness Management after instruction from the Director(s) shall advise the Appellant that an Independent Third party shall be sought to consider the nature of the complaint and a possible further resolution at no cost to the Complainant.
- The selection of the Independent Third party shall be communicated with the Appellant within 5 working days and the selection must be with the mutual agreement of the Appellant.
- The College of Health and Fitness management shall make contact with the Independent Third party and provide all documentation related to the formal appeal and Appellant contact details within 5 working days of the Appellant agreeing to their selection.
- Independent adjudication responses must be received within working 7 days from the date that all formal appeal documentation is provided to the Independent Adjudicator.
- When an Appeal process is recognised as requiring more than 60 calendar days to resolve, the management of The College of Health and Fitness must inform the Appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter.
- On receipt of the formal documentation, the Independent Third party shall make contact with the Management staff of The College of Health and Fitness

and the Appellant and arrange a suitable time for further discussion pertaining to the formal complaint.

- All Independent Third Party proposed solutions shall be final and be reported to the College of Health and Fitness management and the Appellant in writing and will require immediate implementation by both parties.

Assessment result appeals

All appeals from Learners relating to assessment results must be received in a period no longer than 3 months following the competency decision.

Assessment Appeals Procedure

Staff delivering training and assessment services on behalf of The College of Health and Fitness will be required to:

- Provide timely guidance to all course participants regarding the assessment appeals procedure.
- Clarify any aspects of the assessment results that a student does not understand.
- Provide each student who requests an assessment appeal with the required Assessment Appeal form.
- Communicate directly via email as soon as possible with the College of Health and Fitness management on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.
- Acknowledge receipt of an Assessment Appeal form within 5 working days.
- Schedule a meeting with the student and the management of The College of Health and Fitness when a completed assessment appeal form is received from a student.
- Communicate any outcome decision by the management of The College of Health and Fitness to uphold or overturn an assessment appeal to the students by completing the assessment appeal form identifying the reason for the outcome.
- All assessment appeals will be processed by the staff and management of The College of Health and Fitness within 10 days of receipt of an appeal. All assessment appeals must be maintained on the student's file.
- Student records will be adjusted to comply with the College of Health and Fitness management appeal outcome decisions.

Complaints and appeals records

The College of Health and Fitness management shall maintain records of all complaints, reviews, and appeals and their outcomes in The College of Health and Fitness Complaints register. De-identified outcomes of complaints and appeals will be referenced in The College of Health and Fitness Management/Staff meeting minutes identifying potential causes of complaints and appeals and taking appropriate corrective actions to eliminate or mitigate the likelihood of recurrence.

Records of all Informal and formal complaints, Reviews, and appeals will be recorded in The College of Health and Fitness Complaints register.

Fees and Charges

Information about fees and charges can be obtained by contacting the College of Health and Fitness or via the COHAF website <https://www.cohaf.com.au/>

Several factors will be considered when determining the cost of the course you have chosen to study with the College of Health and Fitness. These may include:

- The course/courses you have chosen to study
- Course duration
- Study mode (e.g. online, face-to-face)
- Any credits that may be applied through direct credit transfer, recognition of prior learning, and/or recognition of current competency
- Your eligibility for subsidies or government support

Prospective students will be provided with a quote for the cost of their chosen course. This quote will include all costs related to the delivery of the course by The College of Health and Fitness. This may include, for example, relevant texts and materials. online access, theory and practical assessment, and first aid.

Personal materials required by the student to complete the course will be identified where possible, but are not included in course costs. This may include but is not limited to, computer equipment, clothing, Blue Card, travel costs, and photocopying/printing For Certificate 3 Guarantee funded courses, concessional student status applies if:

- you hold a Health Care or Pensioner Concession Card issued under Commonwealth law, or
- you are the partner or a dependant of a person who holds a Health Care or Dept. of Veterans Affairs/ Pensioner Concession Card and is named on the card
- you provide the College of Health and Fitness with an official form under Commonwealth law confirming that you, your partner, or the person on whom you are a dependant is entitled to concessions under a Health Care or Veterans Affairs/ Pensioner Concession Card
- you are an Aboriginal or Torres Strait Islander
- you have a disability
- you are an adult prisoner

If you wish to apply for concessional status, the College of Health and Fitness must verify your eligibility at the time of enrolment and keep on file, evidence of your eligibility.

All costs will be discussed before enrolment with you. Fee information provided to you upon enquiry is correct and valid for 14 days unless specified otherwise. The College Health and Fitness reserves the right to vary fees, curriculum, assessments, and dates without notice and liability.

Fees due to the College of Health and Fitness must be paid before issuance of resources; access to online platforms, or undertaking of any face-to-face training. This information will be clearly stated during your enrolment.

Once funds are paid by a student for training (including deposits and any other fees payable), the funds paid are not transferable to any other person or entity except by special arrangement approved by the College of Health and Fitness owner.

Payment options

The following options are available for payment of course fees:

- Payment in Full

- Payment of a deposit as agreed with the College of Health and Fitness and the balance through an 'Ezidebit' payment plan (deducted weekly or fortnightly) * For all payment options, a maximum of \$1500 for accredited training can be accepted by the College of Health and Fitness upfront.

***Note:** Students who choose the payment plan option are to ensure they have sufficient cleared funds in their nominated account. The College of Health and Fitness may under certain provisions of the Privacy Act 1988 provide information about you to a credit reporting agency if requested.

Information regarding the Ezidebit company can be viewed at:

<https://www.ezidebit.com/en-au/support/faqs>

Other Fees

- Original payment arrangement alterations: Students on an agreed payment plan who require alterations to the original payment arrangements must do so in writing to admin@cohaf.edu.au two business days before their next payment. Payment alterations service fees apply: \$50.00
- Co-contribution fees: Students who enrolled under the Certificate 3 Guarantee program or who are completing a Traineeship (excluding school-based), will be required to pay a mandatory co-contribution fee towards their study. These fees are due and payable upon confirmation of enrolment.

Co-contribution fees are as follows:

- SIS30321 - Certificate III in Fitness - (Certificate 3 Guarantee program) 15 units of competency
- Concession fee \$130 total - \$8.67 per unit (x15)
- BSB30120 - Certificate III in Business (Certificate 3 Guarantee program) 13 units of competency
- Concession fee \$130 total - \$10.00 per unit (x13)
- HLT37315 - Certificate III in Health (Certificate 3 Guarantee program) 13 units of competency
- Concession fee \$130 total - \$10.00 per unit (x13)

Non-concessional fee

- Certificate III in Fitness - (Certificate 3 Guarantee program) 15 units of competency
- Non-concession fee \$300.00 Total - \$18.67 per unit (x15)
- Certificate III in Business (Certificate 3 Guarantee program) 13 units of competency
- Non-concession fee \$300 Total - \$21.54 per unit (x13)
- HLT37315 - Certificate III in Health (Certificate 3 Guarantee program) 13 units of competency
- Non-Concession fee \$300 Total - \$21.54 per unit (x13)

Assessment Fees

Students are allowed three (3) attempts to complete each assessable item in a unit of competency. For example, a unit of competency may have 3 pieces of assessment, and the student is allowed three (3) attempts at each piece of assessment.

If the student requires additional attempts the College of Health and Fitness reserves the right to charge an Assessment Fee of \$50 for each additional attempt above the allowable three (3) attempts. The student shall be advised in writing of this decision.

If the College of Health and Fitness advises the student in writing that an Assessment Fee is payable and the student declines to pay the Assessment Fee, no further attempts at the assessment will be available and the student will be deemed to be Not Yet Competent.

Traineeships

Training costs for trainees receiving their training through the College of Health and Fitness are fixed at \$1.60 per nominal training hour for full-time and part-time trainees. Eligible trainees may be entitled to either a partial exemption and a rate of \$0.64 per nominal training hour, or a full exemption. This applies to full-time and part-time trainees. School-based trainees are not required to contribute towards their training costs. Contact the College for further information.

The College of Health and Fitness staff are available to answer any questions about the eligibility requirements and the applicable co-contribution fee.

Document and Records Fees

An application can be made for the reissuing of previous qualifications and/or a statement of attainment. Submit a request to admin@cohaf.edu.au. and supply one form of photographic identification.

An administration fee of \$50 applies for The College of Health and Fitness to re-issue a copy of your Certificate, Academic Transcripts, or Statement of Attainment. These are digital copies only.

Note: If you require a reissue because of a name change, you will need to update your USI information on the USI website and supply evidence of your name change (e.g. change of name certificate or marriage certificate) along with your application.

Course Extension Fees

Students who are unable to complete their course within the timeframe advised on enrolment have the option of requesting an extension. Extensions must be requested in writing and forwarded to the College through the admin@cohaf.edu.au email address. The following conditions apply to requests for an extension:

- Extension requests must be made in writing before the course end date advised on enrolment (e.g. 12 months from enrolment)
- An administration fee of \$100 will be charged for all extension requests
- Extensions will initially be granted for a period of three (3) months
- Extensions greater than three (3) months are granted at the sole discretion of the College of Health and Fitness
- Students who fail to submit any additional work during the three (3) month extension period will be ineligible for any further extensions.

Withdrawal from Course by a Student

Eligible withdrawals are those for which the College of Health and Fitness has received a written notification of withdrawal at least 7 days before course commencement. Students enrolled in a course/workshop who submit an eligible withdrawal will receive a full refund of course fees paid minus a withdrawal fee of 25% of the course fee. (see Refunds below for more information)

In cases where a student is suffering from a medical condition and seeks to defer their enrolment for a specified period, they must put their request in writing, and provide adequate supporting documentation. Upon application, the student's enrolment may be deferred for a period no greater than 6 months. No refund of course fees will apply and the student will be liable for all payments due under an agreed payment plan (if applicable). Students who have successfully enrolled in a course and received resources for that course, will not be eligible for a refund. See the information on refunds below.

Deferral

You may apply in writing for deferral from your studies. Deferrals are usually only given for medical reasons. Deferral applications will incur a \$100 administration fee for a deferment of up to six months. Recommencement at a later date will be accepted upon confirmation of a new enrolment application. Please note that upon recommencement, you will be required to meet the training package requirements that are current at the time of your return to study. This may mean a change to the units of competency that you study (if they have changed in the training package during the period of deferral) and possible additional costs. Contact College Administration by admin@cohaf.edu.au to be sent an application form.

Recognition of Prior Learning (RPL) Fees

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. RPL is available for all enrolled students as part of their course at no extra cost.

Prior to enrolment, potential students may request an RPL kit for an individual unit or an entire qualification. Applicants will be required to provide supporting evidence with their application.

If you are applying for RPL prior to a course enrolment or for individual units, the following fees apply:

- Certificate II qualification: \$250 (plus \$50 per unit in the qualification for which RPL is not granted)
- Individual Certificate II unit(s): \$75 per unit
- Certificate III qualification \$750.00 (plus \$75 per unit in the qualification for which RPL is not granted)
- Individual Certificate III unit(s): \$100 per unit
- Certificate IV qualification \$750.00 (plus \$75 per unit in the qualification for which RPL is not granted)
- Individual Certificate IV unit(s): \$100 per unit
- Diploma qualification \$850.00 (plus \$100 per unit in the qualification for which RPL is not granted)

- Individual Diploma unit(s): \$125 per unit

Plagiarism Fee

Please refer to the Plagiarism and Cheating Policy.

Failure to Make Payment

Students are notified by both Ezidebit and The College of Health and Fitness when a payment defaults.

The College of Health and Fitness will inform the student by phone and/or by email.

Information regarding the Ezidebit company can be viewed at:

<https://www.ezidebit.com/en-au/support/faqs>.

Failure to make a payment against your course may result in access to your course being deactivated. Course access will be re-activated, once payment has been made.

Refunds

Students enrolled in a course or workshop who are eligible to withdraw, defined as those who submit written notice of their intention to do so at least seven days before the commencement of the course, will have their course fees fully refunded, less a 25% withdrawal charge.

This withdrawal fee will be withheld to cover trainer and/or administration costs. This fee is payable in all circumstances including payment plan options when the 25% has not yet been collected, and fees will still be deducted until the withdrawal fee has been paid. No refunds will apply to withdrawals made less than 7 days before course commencement, where a course has commenced or where resources have been provided and the student will be liable for all payments as per their enrolment and contract.

The following will be applicable if the College of Health and Fitness is unable to supply all units required to fulfill the student's course schedule:

- Course fees paid on any unavailable unit (as a percentage of total course costs) will be refunded and a Statement of Attainment will be issued for satisfactorily completed units.

Privacy & Personal Information Policy

The College of Health and Fitness is required to collect, use, store, and disclose a range of personal information on students, employees and a range of other stakeholders. The College of Health and Fitness is committed to maintaining the privacy and confidentiality of all personal information that is collected through the website, cohaf.edu.au, from industry partners, and contractors to The College of Health and Fitness or directly from you.

The College of Health and Fitness complies with the Privacy Act 1988 (Cth), including the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth).

Scope

This policy applies to all students, employees and contractors.

Responsible Parties

The Compliance Manager and College Manager are responsible for the control and issuance of this policy.

Policy

1. **Open and Transparent Management of Personal Information**

The College of Health and Fitness will publish this policy on its website. This policy will also be included in the College of Health and Fitness enrolment form, Student Handbook/information, and provided on request.

2. **Collection of Solicited Personal Information**

The College of Health and Fitness collects information from a variety of sources. Information may be collected:

- When you provide details to The College of Health and Fitness in an enquiry form, an enrolment form, consent form, survey, complaint, feedback form, incident report, or job application;
- When you enter personal information into, or agree to having your personal information entered into, our online Learning Management System (LMS); via our industry partners' associations or another body that is a member or affiliated with The College of Health and Fitness;
- When you subscribe to a College of Health and Fitness publication (e.g. newsletter);
- when you access the Site
- when you contact us via email, telephone, or mail or engage via social media;
- when you participate in any program, activity, competition, or event run by The College of Health and Fitness; or
- where The College of Health and Fitness is required to do so by law (for education, VET training, child protection, Work Health and Safety laws, or other legislation in Australia).

3. **The information that The College of Health and Fitness collects may include:**

- name (including title);
- date of birth;

- contact information, including email address;
- demographic information such as postcode;
- job titles;
- school you are attending or teaching;
- indigenous background;
- ability/disability;
- language, literacy, and numeracy skills;
- other information relevant to the customisation of a document on the Site;
- information about your business or personal affairs;
- information about your vocational needs;
- next of kin or parent/guardian;
- other information relevant to client surveys and/or promotions; and
- any other information requested on this Site or otherwise required by us or provided by you.

The College of Health and Fitness may contact you to voluntarily respond to questionnaires, surveys, or market research to seek your opinion and feedback. Providing this information is optional to you.

The College of Health and Fitness may receive personal information from third parties. In such case, The College of Health and Fitness will protect it as set out in this Privacy Policy.

The College of Health and Fitness will take all reasonable steps to ensure that the information provided by individuals is correct and any third-party information received can be verified for accuracy, currency, and completeness.

4. [Dealing with Unsolicited Personal Information](#)

The College of Health and Fitness only collects, uses, and stores information that is directly related to the provision of training and assessment (for students) and information directly related to the employment or engagement of contractors (for employees and contractors).

5. [Information that is received that is not related to training](#) and assessment or employment with The College of Health and Fitness is destroyed safely and securely.

6. [Notification of the Collection of Personal Information](#)

Students and employees are notified when information is collected or sourced from third parties. Such notifications are expressed in enrolment forms, assessment tools, and other written documents or implied in such circumstances such as workplace observations.

7. [Use of Personal Information](#)

The College of Health and Fitness collects and uses personal information for the following purposes:

- to allow account creation for students, teachers, and assessment through our LMS

- to provide information, products, and services to you and request information to manage and administer those products and services (including enrolment, assessment, and issuing certificates of completion and statements of attainment);
- to respond to students inquiries relating to our Site, our products, advice, and services;
- to provide information to our network of industry partners and contractors to assist you and manage your enquiry or needs;
- to better understand your needs, enabling us to improve our products and services;
- for internal record keeping;
- to circulate promotional emails about new products and services (including program offerings), special offers, or other information that we think you may find interesting;
- to measure consumer interest in our products and services;
- to contact you for market research purposes; and
- direct marketing (The College of Health and Fitness will only use your information if you have provided consent to use your information for this purpose and you have opted-in to this type of communication).

8. Disclosure of Personal Information

The College of Health and Fitness may disclose personal information:

- To provide information, products, and services to clients;
- To inform teachers, assessors, and our industry partners about course progression and completion status;
- to register and administer events, promotions, or competitions;
- to verify personal information details upon request from third parties, such as completion of courses, a request from a potential employer verifying a qualification, and further enrolment into another institution;
- to comply with legal and regulatory obligations, including disclosure and reporting to Commonwealth, State, and Territory government agencies for planning, evaluative, administrative and funding purposes. This may include:
 - disclosure and reporting to Commonwealth and State government agencies (including State Training Authorities) for the purpose of administering entitlements to financial assistance under Commonwealth and State government programs for supporting students (e.g. VETiS funded by the VET investment budget), and disclosure to government agencies responsible for administering and regulating education and training providers in Australia [e.g. Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research Ltd (NCVER)].
 - for students under 18, information regarding attendance, progress, and general well-being may be provided in order to keep parent(s) and/or guardian(s) adequately informed;
 - to courts, tribunals, regulatory authorities, and law enforcement officers as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights;
 - to one or more Consultants in order to supply you with information and services;

- to the relevant third party or parties, with our client's consent, if the matter involves third parties; and
- to third parties, including agents, referral partners, contractors, and sub-contractors for the purposes of providing information, products, and services to you.

By providing The College of Health and Fitness with personal information, you consent to this disclosure. Where personal information is disclosed to third parties, The College of Health and Fitness will request or otherwise seek to get confirmation that the third party follows the Australian Privacy Principles regarding handling your personal information.

If there is a change of control of our business or a sale or transfer of business assets, The College of Health and Fitness reserves the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser. The College of Health and Fitness would seek to only disclose information in good faith and where we have sought to maintain confidentiality.

The College of Health and Fitness does not typically or routinely disclose personal information to overseas recipients. Unless consent has been given, or an exception under the Australian Privacy Principles applies, The College of Health and Fitness will only disclose personal information to overseas recipients where reasonable steps have been taken to ensure the overseas recipient does not breach the Australian Privacy Principles concerning your personal information.

9. [Adoption, Use, or Disclosure of Government-Related Identifiers](#)

The College of Health and Fitness is required to collect, in some circumstances, government-related identifiers. The College of Health and Fitness will not use these identifiers for any reason or purpose except for the explicit reason it is required (e.g. Concession numbers, Unique Student Identifier, Tax File Numbers, Drivers License Numbers, etc.) and will not use these numbers as an identifier of individuals.

The College of Health and Fitness will only disclose government-related identifiers where required by law or express consent has been given to disclose this information.

10. [Security of Personal Information](#)

The College of Health and Fitness is committed to ensuring that the information you provide to us is secure. To prevent unauthorized access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure that information and protect it from misuse, interference, loss, and unauthorized access, modification, and disclosure. This includes:

- The Site is secured using an SSL certificate. Access to the website is not available on an insecure connection.
- All storage infrastructure is housed in highly secure data centers with redundancy in place in the event of natural disasters.

- Destruction of personal and sensitive information is carried out by commercial document destruction companies or secure shredding or secure electronic deletion.

All records will be kept in Australia. Controlling Your Personal Information Choice and Consent.

Providing the College of Health and Fitness with your personal information is optional to you. You can choose not to provide personal information. When you provide The College of Health and Fitness with your personal information, you consent to the terms in this Privacy Policy, and to us disclosing or receiving your personal information for these purposes. The College of Health and Fitness will not sell, distribute, or lease your personal information to third parties unless we have your permission or are legally required to do so.

If you do not provide any personal information to The College of Health and Fitness, it may affect your use of the Site or the products and services offered on the Site.

Anonymity & Pseudonymity

Individuals have the option of remaining anonymous or using a pseudonym in their dealings with us where it is lawful and practicable (e.g. when requesting information on a course; website enquiries; or anonymous complaints/feedback). Generally, it is not practicable or lawful for us to deal with individuals anonymously or pseudonymously on an ongoing basis (e.g. if the individual wishes to enroll in a College of Health and Fitness program).

Individuals who wish to undertake nationally recognized training with The College of Health and Fitness will be required to disclose information of a personal nature as outlined in this Policy.

Restrict

You may choose to restrict the collection or use of your personal information. If you have previously agreed to The College of Health and Fitness using your personal information for direct marketing purposes, you may change your mind at any time by contacting us via the details below.

Access to Personal Information

You may at any time request details of personal information that The College of Health and Fitness holds about you in accordance with the provisions of the Privacy Act 1988 (Cth). All requests for access to personal information must be in writing and the individual must be able to identify themselves and verify their identity before any information is disclosed.

If we are required or authorized by law to do so, we may refuse to provide you with access to this information. We will either provide you with access or inform you of our decision to refuse access within 28 days of receiving your request.

All requests must be made to:

The Manager

The College of Health and Fitness

PO BOX 86

North Lakes QLD 4509

Or by email: manager@cohaf.edu.au

Correction of Personal Information

If you believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us (see details above). The College of Health and Fitness relies in part upon clients advising us when their personal information changes. The College of Health and Fitness will respond to any request within a reasonable time and will endeavour to promptly correct any information found to be incorrect so that the information is accurate, up-to-date, complete, relevant and not misleading.

Unsubscribe

You are welcome to unsubscribe from The College of Health and Fitness' E-mail database, or opt out of communications, at any time. Please use the link provided in

future subscriber email communications or by contacting The College of Health and Fitness via the details below.

Complaints

If you believe that The College of Health and Fitness has breached the Australian Privacy Principles and wish to make a complaint about that breach, please email us setting out details of the breach. The College of Health and Fitness will promptly investigate your complaint and endeavour to respond to you in writing within 28 days setting out the outcome of our investigation, what steps we propose to take to remedy the breach and any other action we will take to deal with your complaint.

Website-Specific

How we use Cookies

The College of Health and Fitness uses session "cookies" to keep users logged in to the Site. A cookie is a small file supplied by The College of Health and Fitness web server and stored by the web browser software on your computer when you access the Site. An explanation of cookies can be found at the site of the Office of the Australian Information Commissioner. Cookies allow The College of Health and Fitness to recognize you as an individual as you move from one of our web pages to another. This information is only used to help you use our website systems more efficiently, not to track your movements through the internet, or to record private information about you.

Age Limits

The College of Health and Fitness delivers training and assessment services to adults and minors (e.g. students under the age of 18). The College of Health and Fitness requires approval from an adult or care-giver to provide services to minors.

Data Storage

Data is stored using obfuscation for relevant personal information and encrypted passwords.

Application and Server Information

The (E-learning) server infrastructure is located in an Amazon Web Services data centre facility in Sydney, Australia.

The server is configured using the best security practices. A code review and quality assurance process are undertaken before the code is deployed into the production environment. Access to server infrastructure is through public and private key authentication with multiple access level checks.

Links to Other Websites

The College of Health and Fitness Site may contain links to other websites of interest. Please note, that we do not have any control over those websites. The College of Health and Fitness is not responsible for the protection and privacy of any information you provide whilst visiting such websites and such websites are not governed by this Privacy Policy. You should exercise caution when accessing such websites and look at the Privacy Policy applicable to the website in question.

This Privacy Policy may be amended from time to time with changes, additions and deletions, at The College of Health and Fitness's sole discretion. You should check this Policy regularly to ensure that you are aware of any changes. Your continued use of the Site following any amendments indicates that you accept the amendments.

Relevant Legislation

Legislation includes:

- The Privacy Act 1988 (Cth)
- The Australian Privacy Principles (APP), 2014 (Cth)
- National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)

Plagiarism & Cheating Policy

Scope

This policy applies to College of Health and Fitness students and all College of Health and Fitness staff and contractors who deal with matters concerning courses delivered by The College of Health and Fitness.

Policy

The policy is intended to promote honesty in learning and assessment and respect for the work of others. Contravention of this policy will result in students being penalised as per our student code of conduct.

Plagiarism involves using the work of another person and presenting it as one's own. You are expected to acknowledge the intellectual property of others used in the preparation of projects and assessment tasks.

Plagiarism is copying another person's ideas or expressions without appropriate acknowledgment and presenting these ideas or forms of expression as your own. It includes not only written works such as books or journals, but also data or images that may be presented in tables, diagrams, designs, plans, photographs, film, music, formulae, websites, and computer programs.

The College of Health and Fitness regards plagiarism as an extremely serious academic offense. The penalties associated with plagiarism are severe. Students who submit work identified as plagiarized will be penalized. The penalties are outlined later in this document.

The penalty will depend on the severity of the plagiarism, whether the student is a repeat offender, whether there is evidence of deliberate deceit, and whether another student has been coerced into participating in the plagiarism.

Procedures

1. A Trainer or Assessor who suspects a student may have engaged in plagiarism or cheating must report this instance to the Manager of the College of Health and Fitness.

2. The Manager will decide whether the instance amounts to plagiarism or cheating. In other words, the Manager will determine whether it is more likely than not that the instance was done with the intention of gaining an unfair advantage. This determination will be either:

a. The Manager decides there was no Plagiarism/ Cheating

If the Manager decides that there is insufficient evidence of cheating, the Manager will then ask an assessor to mark the work appropriately. In some cases, the Manager may require the Trainer/Assessor to speak with the student about plagiarism and cheating. If this occurs the Manager will send a Student Warning Letter to the student in the appropriate form. A copy of the Warning Letter is to be placed on the student's file.

b. The Manager decides there is a possible case of Plagiarism and Cheating.

If the Manager concludes that there is evidence that the student intended to obtain an unfair advantage, the Manager will give the student an opportunity to respond before making a final determination. In addition to more obvious cases of plagiarism (e.g. copying large slabs of information from the Internet), this situation could arise where two students, contrary to instructions, submit substantially the same work.

c. The Manager decides that Plagiarism and Cheating has occurred;

If the Manager determines, after providing the student an opportunity to respond, that the student acted intending to obtain an unfair advantage, the Manager will not grant a Competency for that unit of Competence and;

- inform the student in writing that the marks have been disallowed and advise the student that he/she has a right to appeal as per the College Complaints and Appeals procedures; and
- ask the Administration staff to place a copy of the letter in the student's personal file.

d. The Manager assesses that there was no plagiarism or cheating.

If having heard the student's explanation, the Manager decides that the student's conduct did not amount to Plagiarism and Cheating, the Manager;

- I. Will treat the case as one of unsatisfactory academic work and ask an assessor to mark the assessment appropriately (i.e. not yet competent); and
- II. May, if it is deemed necessary, advise and counsel the student about the rules relating to plagiarism cheating.

If it occurs, the Manager will determine whether it is necessary to send a warning letter to the student. If a Warning Letter is sent to the student, the Manager will ask the Administration Staff to place a copy on the student's file.

Use of Artificial Intelligence

Students may not utilise artificial intelligence (AI) chatbots to augment their assessment responses. The College of Health and Fitness's assessment system is specifically designed to assess students' understanding and knowledge of the required competencies. Assessment responses should reflect the "transfer of learning" achieved through the training program. Students are expected to demonstrate their skills and knowledge at the required depth and breadth, aligning with the Australian Qualification Framework (AQF) level, without incorporating AI chatbot assistance.

The College of Health and Fitness has implemented measures to identify any responses that may have been generated by AI. In cases where a questionable response is detected, the Plagiarism Policy outlined in The College of Health and Fitness student handbook may be applied. Repeated incidents may lead to the application of The College of Health and Fitness Discipline Policy. Additional steps to ensure the student's course progress is maintained may also be introduced.

It is crucial to adhere to these guidelines to maintain the integrity of the assessment process and ensure that students' capabilities are accurately assessed based on their own understanding, knowledge, and learning. AI chatbots, including but not limited to: ChatSopt, ChatGPT, Bing Chat, Bard, Jasper Chat, Perplexity, Tidio Lyro, Kommunicate, Drift, Infobip, and LivePerson, are examples of AI chatbots that students may not use.

Penalties of Plagiarism and Collusion

1. Students who are found cheating or guilty of plagiarism on any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competence. The student will then need to resubmit or re-sit the assessment either in part or in full.

2. Students who are found cheating or guilty of plagiarism for a second time will need to repeat the entire Unit of Competence and pay a fee of \$50.00*.

3. Students who are found cheating or guilty of plagiarism for a third or subsequent time, will be fined \$100*, will need to repeat the entire Unit of Competence, and will be required to provide a written explanation for their actions.
4. Students will also be issued an official written warning which will be placed in the student's file.
5. Continued behavior of this kind may result in students being expelled from the College.
6. If a student is suspected to have cheated after the issue of any certification, they may have their relevant qualification/s and certification/s revoked. The student will be informed in writing. This will follow the plagiarism and cheating procedures process and the student may follow the appeals process as mentioned in this document. In a case where the student in question has been found guilty of plagiarism or cheating, the student, USI registrar and other involved stakeholders will be informed in writing of this decision. This will result in the relevant qualifications/s or certification/s as invalid and the student will not be considered competent. All documentation will be recorded on our student management system.

*These Fees are charged to help defray the significant costs incurred by the College in identifying cheating and plagiarism, contacting the parties concerned, and re-assessing resubmitted material. Failure to pay these fees will result in the student being deemed Not Yet Competent and they will be ineligible to receive their qualification.

RPL & Credit Transfer Policy

Purpose

To ensure that learners' prior knowledge, skills, and training are recognised and applied to the current study, they are currently undertaking.

Scope

This policy applies to Recognition of Prior Learning (RPL) and Credit Transfer (CT) for all VET courses on the College of Health and Fitness TCOHAF RTO scope of registration.

Policy Principles

- TCOHAF is committed to providing opportunities for learners to have their prior learning and experience recognised. Recognition of Prior Learning (RPL) is a process that enables individuals to gain credit for skills and knowledge they have acquired through prior learning, work experience, or formal study. The policy statement outlines the procedures and requirements for RPL at TCOHAF.
- RPL is available for learners who wish to gain credit for learning they have already undertaken. This may include formal qualifications, work experience, or other life experiences that have contributed to their knowledge and skills. The RPL process ensures that the assessment of prior learning is rigorous, fair, and transparent.
- TCOHAF recognises that learners may have previously completed studies or gained qualifications that are relevant to their current course of study. The Credit Transfer (CT) process enables learners to receive recognition for this prior learning by transferring credits toward their current course of study at TCOHAF.
- The following principles underpin the Recognition of Prior Learning and Credit Transfer policy at TCOHAF:
 - Fairness and transparency: The RPL process is transparent, fair, and equitable to all learners.
 - Quality assurance: The RPL process is subject to the same quality assurance processes as all other assessment methods.
 - Authenticity: The RPL process assesses the learner's actual knowledge and skills, rather than their ability to recall information from a course.
 - Flexibility: The RPL process is flexible and allows for a range of evidence to be submitted.
 - Access and equity: The RPL process is accessible to all learners, including those with disabilities or from diverse cultural backgrounds.

- TCOHAF offers RPL assessment and Credit Transfer (CT) opportunities to all learners during their enrolment and is recorded in their written agreements. TCOHAF ensures that decisions about granting RPL and CT's take into account the learners' likelihood of successfully achieving qualification outcomes, and ensures that the integrity of the qualification result is maintained.
- Prior to granting any RPL or CT's any specific regulatory requirements for the relevant units of competency must be examined to ensure that all requirements are met.

Application for RPLs

Students will be alerted during enrolment of the requirement to submit evidence relating to RPLs. This involves:

- a. Any units of competency previously completed in another course or through another learning institution; and*
- b. Related specific experience or tasks undertaken as part of a job; or*
- c. Other experiences relevant to the course or units.*

Students will be required to submit these as part of the enrollment process prior to commencing study. TCOHAF will notify a student, through the contact information provided in their enrolment document, upon receipt of material and when a decision is made on if/ which units will be credited as prior learning. Note that there is no guarantee that any unit will be credited, and the decision will follow the guidelines and standards detailed here. Superseded and equivalent units will be considered; however, they will also be subject to the following standards and legislation. Units that are successfully credited as prior learning will show as such on the statement of attainment.

Legislation and Standards

TCOHAF - Recognition of Prior Learning and Credit Transfer Policy is designed to meet Standards 1 and 3 of the Standards for Registered Training Organisations (RTOs) 2015 which states:

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET-accredited courses.

More specifically it relates to clause 1.8 which states:

*The RTO implements an assessment system that ensures that assessment **(including Recognition of Prior Learning)**:*

- a. complies with the assessment requirements of the relevant training package or VET-accredited course; and*

b. is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Table 1.8-1: Principles of Assessment:

<p>Fairness</p>	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
<p>Flexibility</p>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

<p>Validity</p>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgment of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
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Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
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Table 1.8-2: Rules of Evidence:

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

And clause 1.12, the RTO offers recognition of prior learning to individual learners.

It also addresses **Standard 3** which states:

The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

More specifically it relates to clause 3.5; *The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:*

- a) *AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or*
- b) *authenticated VET transcripts issued by the Registrar*

Roles and Responsibilities:

Role/Decision/Action	Responsibility	Conditions and limitations
To ensure that learners' prior knowledge, skills and training are recognised and applied to current study, they are currently undertaking.	Learner Trainer Student Administration Manager	Refer to policy scope
Refer to the corresponding procedure for detail.		

Related Documents:

Legislation and Standards	Standards for Registered Training Organisations {RTOs} 2015
Reference Policies, Procedures and Supporting Documentation	RTO - Recognition of Prior Learning and Credit Transfer Procedure RTO - Assessment Policy RTO - Assessment Procedure RTO - RPL Self Assessment Tool RTO - RPL Assessment Tool

Definitions:

AQF	Australian Qualifications Framework; determines the levels of qualification (and their standards) available to Australian learners.
Assessment	The process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of a VET accredited course.

ASQA	Australian Skills Quality Authority is the national VET regulator, established under the National Vocational Education and Training Regulator Act 2011 (NVETR Act). ASQA is responsible for the registration of RTOs under the NVETR Act and monitoring their compliance with national VET standards.
Competency	The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.
CT	Credit Transfer (CT). Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. The credit reduces the amount of knowledge required to achieve a qualification and may be through credit transfer.
RTO	Registered Training Organisation
VET	Vocational Education and Training (VET) is provided through a network of eight state and territory governments and the Australian Government, along with industry, public and private training providers. These organisations work together to provide nationally consistent training across Australia.
RPL	Recognition of prior learning (RPL) is an assessment process that involves the assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine the credit outcomes of a particular application for credit.
Course	A program leading to the granting of a statement of attainment or qualification.
Learner / Student	An individual who is receiving, responding to and processing information to acquire and develop competence. This incorporates the methods of preparing and presenting for assessment.
	<p>The process is followed by a learner. There are three types:</p> <ol style="list-style-type: none"> 1. Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of

<p>Learning</p>	<p>a formal qualification or award (for example, a certificate, diploma or university degree);</p> <ol style="list-style-type: none"> 2. Non-formal learning refers to learning that takes place through a structured program of instructions, but does not lead to the attainment of a formal qualification or award (for example, in-house professional development programs conducted by a business); and 3. Informal learning refers to learning that results from the experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).
<p>Training Package</p>	<p>Nationally endorsed an integrated set of competency standards, assessment requirements, Australian Qualifications Framework qualifications, and credit arrangements for a particular industry, industry sector or enterprise.</p>
<p>Unit of competency</p>	<p>The specification of the standards of performance required in the workplace as defined in a training package.</p>