

THE COLLEGE OF HEALTH & FITNESS

Student Handbook — Schools, VETiS and General

TCOHAF-STU-HBK-001 · Version 26.11 · Effective 1 October 2026

Everything you need to know about studying with us — what we will do for you, what we ask of you, what it costs, and what to do if something goes wrong.

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Regulator	Australian Skills Quality Authority (ASQA)
Verify our registration	training.gov.au/organisation/details/30798

Document control

This handbook is a controlled document. Always check that you are reading the current version — the version number and effective date appear on the title page and in the footer of every page.

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Owner	Chief Executive Officer
Approved by	Tony Attridge, Chief Executive Officer
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Fees current as at	See section 12. Fees are reviewed annually. Always confirm the fee in writing before you pay.
Available in	Print and electronic format. Large print, plain-text and screen-reader-friendly versions are available free of charge on request — email admin@cohaf.edu.au .

What changed in this version

v26.11: our trainer short courses (Aqua Instructor, Children's Trainer, Older Adults Trainer, Group Exercise Instructor and Strength and Conditioning Trainer) are correctly shown as nationally recognised, each leading to a Statement of Attainment, and the Aqua Exercise Instruction Skill Set (SISSS00135) is added (sections 2.3, 4.3, 4.4 and 12.1). Section 4.2 now shows which first aid units we offer on their own and which only within a qualification. The Older Adults Trainer fee is corrected to \$450. Earlier changes: the learning platform changed from eSkilled to the aXcelerate Student Portal and online induction is now the Start Here module (v26.10); Course codes and titles corrected against the National Training Register. Assessment attempt and resubmission rules rewritten so that a person, not a system, makes every decision about your progress, and so that every such decision can be appealed. Complaints and appeals separated into two processes with published timeframes and an independent review step. A new child safety section for students under 18 and their parents and carers. References to the 2025 Standards for RTOs corrected throughout. Superseded and out-of-date content removed.

Message from the Chief Executive Officer

Welcome to The College of Health & Fitness.

Choosing where to study is a decision with real consequences — for your time, your money and your career. This handbook exists so that you can make that decision with your eyes open, and so that once you have made it, you know exactly what you are entitled to expect from us.

I want to be plain about three things.

We will tell you the truth about what a course costs. Before you enrol and before you pay anything, you will receive in writing the full cost of your course, what is included, what is not, when payments fall due, and what happens to your money if you withdraw. If we have not given you that, do not pay us.

A person makes every decision about your progress. We use artificial intelligence in parts of our business, and section 17 sets out exactly where. It does not decide whether you are competent, it does not decide your complaint, and it does not decide whether you can keep studying. Those decisions are made by qualified people who put their name to them and who you can appeal.

If we get it wrong, we want to hear about it. Complaining about us will not disadvantage you. Section 22 tells you how to complain, how long we will take, and how to escalate it — including to someone independent of us and to the regulator — if you are not satisfied with our answer.

We are a small provider. That means you will deal with people who know your name. It also means we cannot hide behind a process when something goes wrong. If you have read this handbook and something is unclear, contact me directly.

Tony Attridge

Chief Executive Officer

tony@cohaf.edu.au · 07 3385 0195

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1. How to contact us

These are the contact points for the whole College. Individual trainers' contact details and response times are in section 19.

Purpose	Contact	When
General enquiries, enrolment, fees	admin@cohaf.edu.au	Monday – Friday, 8:30am – 5:00pm AEST
Phone	07 3385 0195	Monday – Friday, 8:30am – 5:00pm AEST. Voicemail outside these hours; we return calls the next business day.
In person / post	Unit 11, Level 1, The Evergreen Centre, 12 Discovery Drive, North Lakes QLD 4509 · PO Box 86, North Lakes QLD 4509	By appointment
Your course and learning materials	Your Student Portal (aXcelerate) – login link in your welcome email	24 hours a day
Complaints and appeals	admin@cohaf.edu.au	Acknowledged within 2 business days
Child safety concerns	admin@cohaf.edu.au	See section 21
Chief Executive Officer	tony@cohaf.edu.au	For matters you cannot resolve with the team
Website	cohaf.edu.au	24 hours a day

In an emergency, call 000.

If you are in distress and it is not an emergency, section 20 lists free crisis and counselling services available to you 24 hours a day, whether or not your concern has anything to do with your course.

Who's who

Role	Name
Chief Executive Officer	Tony Attridge
Operations Manager	Dean Meldrum
Administration Manager	Penny Gower
Accounts Manager	Tracey Douglas
Student Support Officer	Alex Crawford
Administration Officer	Ina Koka

Staff change from time to time. If you cannot reach the person named here, email **admin@cohaf.edu.au** and you will be directed to the right person.

2. About The College of Health & Fitness

The College of Health & Fitness is a Registered Training Organisation delivering nationally recognised qualifications in fitness, sport and recreation, health, community services, business and foundation skills. We have been a registered provider since 2002.

We are a small, specialist provider rather than a large institution. Our trainers hold the vocational qualifications required to deliver and assess their courses, maintain current industry skills, and work in or with the industries they teach.

2.1 Where we deliver

We deliver training in four settings. Which one applies to you affects how you are supported, who your day-to-day contact is, and how quickly you can expect a response. These differences are set out in section 19.

Setting	What this means
Online	You study through the aXcelerate Student Portal at your own pace, with trainer support by email, platform message and scheduled virtual sessions.
Face to face	Scheduled classes at our North Lakes campus.
School-based (VET in Schools)	Delivered in partnership with your school. Your school's VET Coordinator is your first point of contact, and your school and TCOHAF both have responsibilities to you.
Correctional and community settings	Delivered on site under arrangements with the facility. If you are studying in a correctional centre, this handbook is not the one for you — ask your trainer for the Student Handbook — Custodial Programs (TCOHAF-STU-HBK-002), which sets out what you pay, how to contact us without email, and how release or transfer affects your enrolment.

2.2 Our scope of registration

An RTO may only deliver and assess the training products on its scope of registration. Ours is public. You can and should check it yourself:

training.gov.au/organisation/details/30798

This page shows every qualification, skill set and unit we are registered to deliver, and the date our registration runs to. If a course is advertised to you and it is not on that page, it is not nationally recognised training. Ask us why.

2.3 Nationally recognised and non-accredited training

We offer both. The difference matters, and we will always tell you which you are enrolling in.

	What you receive
Nationally recognised	Training on our scope of registration, delivered against a national training package. On successful completion you receive an AQF qualification or a Statement of Attainment, recognised by employers and other providers Australia-wide. These carry the Nationally Recognised Training (NRT) logo.
Non-accredited	Professional development and short courses that are not on the national register — for example our Certificate in Nutritional Consultancy. These are

	What you receive
	valuable and industry-relevant, but they are not AQF qualifications, they do not carry the NRT logo, and they do not attract credit at other providers.

3. The rules we operate under

Vocational education and training in Australia is regulated. Understanding the framework helps you know what you are entitled to and who to go to if we fall short.

The Australian Skills Quality Authority (ASQA) is the national regulator, established under the *National Vocational Education and Training Regulator Act 2011* (Cth). ASQA registers providers, audits them, and can suspend or cancel a registration.

3.1 The 2025 Standards for RTOs

Since 1 July 2025 we have operated under a framework known collectively as the 2025 Standards for RTOs. It has three components. None of them is called "the Standards for Registered Training Organisations 2025" — that instrument no longer exists, and the 2015 Standards it replaced have been repealed.

Component	What it is
The Outcome Standards	National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 (F2025L00354). Four quality areas: training and assessment; VET student support; VET workforce; governance. These set the outcomes we must achieve for you.
The Compliance Requirements	National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (F2025L00355). Covers marketing and advertising, the integrity of nationally recognised training, issuing qualifications, record keeping, student identifiers, protection of prepaid fees, and insurance.
The Credential Policy	Sets the qualifications a person must hold to deliver training and make assessment judgements. It is listed on the National Register and applies as in force from time to time.

Where this handbook refers to a numbered Standard — for example "Outcome Standard 2.7" — it means the Outcome Standards instrument above. You can read all three in full at legislation.gov.au and training.gov.au.

3.2 The Australian Qualifications Framework

The AQF is the national policy for regulated qualifications. It sets the level of complexity and independence expected at each step — a Certificate II, a Certificate III, a Certificate IV, a Diploma. The AQF level is built into the course code: the first digit after the letters is the level. SIS30321 is a Certificate III. SIS20122 is a Certificate II.

4. What you can study with us

The following qualifications are on our scope of registration to 26 April 2031. Each code and title below has been checked against the National Training Register. If you see a different code or title anywhere else — on our website, in a brochure, in an email — this table is the correct one, and please tell us so we can fix it.

4.1 Nationally recognised qualifications

Code	Title	Certification on completion
BSB30120	Certificate III in Business	AQF qualification
BSB40120	Certificate IV in Business	AQF qualification
BSB50120	Diploma of Business	AQF qualification
CHC22015	Certificate II in Community Services	AQF qualification
CHC24015	Certificate II in Active Volunteering	AQF qualification
CHC32015	Certificate III in Community Services	AQF qualification
FSK10119	Certificate I in Access to Vocational Pathways	AQF qualification
FSK10219	Certificate I in Skills for Vocational Pathways	AQF qualification
FSK20119	Certificate II in Skills for Work and Vocational Pathways	AQF qualification
HLT23221	Certificate II in Health Support Services	AQF qualification
HLT37315	Certificate III in Health Administration	AQF qualification
SIS20122	Certificate II in Sport and Recreation	AQF qualification
SIS20321	Certificate II in Sport Coaching	AQF qualification
SIS30122	Certificate III in Sport, Aquatics and Recreation	AQF qualification
SIS30321	Certificate III in Fitness	AQF qualification
SIS30521	Certificate III in Sport Coaching	AQF qualification
SIS40221	Certificate IV in Fitness	AQF qualification

Two codes that are easily confused.

SIS30321 is the **Certificate III in Fitness**. **SIS30521** is the **Certificate III in Sport Coaching**. They are different qualifications leading to different careers. Check the code on your enrolment form matches the course you intend to study, and tell us immediately if it does not.

4.2 Units of competency

We are registered to deliver the following four units on their own, as standalone training. Each leads to a Statement of Attainment.

Code	Title
HLTAID009	Provide cardiopulmonary resuscitation
HLTAID010	Provide basic emergency life support
HLTAID011	Provide First Aid
HLTINFCOV001	Comply with infection prevention and control policies and procedures

HLTAID013 Provide First Aid in remote or isolated site, HLTAID014 Provide Advanced First Aid and HLTAID015 Provide advanced resuscitation and oxygen therapy are on our scope only as part of a qualification — SIS30122, SIS30521 and our Community Services qualifications. You can complete them within one of those qualifications, but we do not offer them as standalone courses.

Most other units from the qualifications on our scope can also be taken on their own, at the fee set out in the single-unit fee insert (TCOHAF-STU-HBK-001-INS-01). Completing one or more units without completing a full qualification leads to a Statement of Attainment. Our full list of units and skill sets is on the National Register at the link in section 2.2.

4.3 Short courses and professional development

Nationally recognised short courses. Each of the following is made up of units of competency on our scope of registration. On successful completion you receive a Statement of Attainment listing the units, carrying the Nationally Recognised Training logo. They are short courses, not full qualifications.

Course	Units	Entry requirement
Aqua Exercise Instruction Skill Set (SISSS00135)	HLTAID011, HLTWHS001, SISCAQU020, SISFFIT038, SISFFIT039, SISFFIT048	None
Aqua Instructor (for Certificate III in Fitness graduates)	SISFFIT038, SISFFIT039, SISCAQU020, HLTWHS001	SIS30321 Certificate III in Fitness
Children's Trainer	SISFFIT045, SISFFIT049	SIS30321 Certificate III in Fitness
Older Adults Trainer	SISFFIT044, SISFFIT049	SIS30321 Certificate III in Fitness
Group Exercise Instructor	SISFFIT035, SISFFIT036	SIS30321 Certificate III in Fitness
Strength and Conditioning Trainer	SISXCAI009, SISXCAI010	SIS30321 Certificate III in Fitness

Non-accredited. The following is not nationally recognised. It does not lead to an AQF qualification or a Statement of Attainment, and it does not carry the NRT logo. On completion you receive a TCOHAF Certificate of Completion.

- Certificate in Nutritional Consultancy

4.4 What certification you will receive

If you...	You receive...
Complete all units in a qualification	The AQF testamur for that qualification, plus a record of results listing every unit achieved
Complete some units but not the whole qualification	A Statement of Attainment listing the units you achieved. There is no fee for this.
Complete a single unit or skill set	A Statement of Attainment
Complete a nationally recognised short course (section 4.3)	A Statement of Attainment listing the units you achieved
Complete a non-accredited course	A TCOHAF Certificate of Completion (not an AQF certification)

Certification is issued within 30 calendar days of you being assessed as having completed the requirements, provided your Unique Student Identifier has been verified and your fees are paid. See section 13 on the USI.

4.5 If a course changes or is withdrawn

National training packages are updated, and qualifications are sometimes superseded or removed. If this affects a course you are enrolled in, we will contact you and set out your options, which will normally be to complete the superseded version within the allowed transition period, or to transfer into the replacement. You will not be charged a fee because a training product changed. If we can no longer deliver a course you have paid for, section 12.6 applies.

5. Before you enrol

Outcome Standard 2.1 requires us to give you clear, accurate and current information, in writing, before you enrol or pay us anything. This section describes what you will receive and what we will ask of you.

5.1 What we will give you before you enrol

Before you sign an enrolment form or make any payment, you will receive:

- **The course code, title and AQF level** — exactly as it appears on the National Register.
- **What you will study** — the units of competency in the qualification.
- **How long it will take** — the expected duration and the amount of training involved.
- **How it will be delivered** — online, face to face, in a school or in another setting, and where.
- **What is assessed and how** — the assessment methods used, and any work placement requirement.
- **Entry requirements** — any prerequisites, and any licensing or regulatory requirement attached to the outcome.
- **The total cost** — every fee and charge, when each falls due, what is included, what is not, and our refund terms.
- **Any government funding** you may be entitled to, and what you would still have to pay.
- **What you must provide** — your USI, any materials or equipment you need to supply, and any clothing or safety requirements.
- **Any third party** delivering any part of your training or assessment on our behalf, and what they are responsible for.
- **The support available to you** and how to access it.

If you have not received all of this in writing, do not pay us. Ask for it. We are required to give it to you, and you are entitled to take it away and think about it before committing.

5.2 Checking the course is right for you

Before you enrol we assess whether the course suits you, and we tell you honestly what we find. This is a requirement on us under Outcome Standard 2.2, not a hurdle we put in your way.

Pre-enrolment questionnaire

You complete a short questionnaire covering your background, what you want from the course, how you prefer to learn, and any support you may need. Your answers are used to work out what support to put in place, not to screen you out.

Language, literacy, numeracy and digital skills

You complete a brief language, literacy, numeracy and digital skills review, benchmarked to the Australian Core Skills Framework. Every course has a level of reading, writing, calculation and computer use built into it, and this tells us whether you will need support to meet it.

A result showing you need support is not a refusal. It means we arrange that support, or we recommend a course at a level that suits you better, or we refer you to a free literacy or numeracy program first. What we will not do is enrol you in something you are set up to fail and keep your money.

Our advice to you

We will tell you in writing whether the course is suitable for you, and if we identify gaps, what we suggest doing about them. The decision to enrol remains yours.

5.3 How to enrol

	Step	What happens
1	Make an enquiry	Contact us. We send you this handbook, the course information, the fee schedule and an enrolment form.
2	Complete the pre-enrolment questionnaire and skills review	Online or on paper. Takes around 30 minutes.
3	Receive our advice	We confirm in writing whether the course is suitable and what support we will provide.
4	Submit your enrolment form	Including your Unique Student Identifier, or your permission for us to create one.
5	We assess your application	Against the entry requirements. If you are not eligible we tell you why and discuss alternatives — we do not simply decline.
6	Confirmation and welcome letter	Start date, how to access your course, what materials you need, the units you will study, and who your trainer is.
7	Pay your fees	In accordance with the payment terms in your written agreement. See section 12.
8	Induction	Before or in your first week. See section 5.4.

5.4 Induction

Every student is inducted, whatever the delivery mode. For online students this is done electronically, through the Start Here module in your Student Portal, and you can work through it at your own pace. Induction covers:

- Who your trainer and assessor is, who your support contacts are, and how and when to reach them
- The units in your course and what competency looks like in each
- How you will be trained and how you will be assessed, including resubmission and reassessment
- How to use the aXcelerate Student Portal and where your learning materials are
- The support available to you, including reasonable adjustments and wellbeing support
- How to make a complaint and how to appeal a decision
- Your obligations — attendance, submission, keeping your contact details current, conduct
- Where this course can take you next

6. How your training is delivered

We choose the delivery mode that suits the skills being taught. Practical skills that must be demonstrated physically are not taught by reading alone.

Mode	What it involves
Online	Self-paced study through the aXcelerate Student Portal, with written materials, video, activities and case studies. Trainer support by message and email, plus scheduled virtual classroom sessions.
Face to face	Scheduled classes at North Lakes with direct instruction, demonstration and supervised practice.
Blended	A combination — typically online theory with face-to-face practical sessions and assessment.
Workplace and work placement	Where a training product requires it, supervised practice in a real workplace. Requirements, hours and supervision arrangements are set out before you enrol.

6.1 Amount of training and your pace

Each course has an expected duration and an amount of training — the time we expect you to spend being taught, practising, receiving feedback and being assessed. This is given to you before you enrol and is stated in your written agreement. Studying faster than the expected duration is possible in some courses; it is not automatic, and we will not sign off competency you have not demonstrated.

6.2 Facilities, resources and equipment

We provide facilities, resources and equipment that are fit for purpose, safe and sufficient for your course. Where training happens off site — at a workplace, a school, or a partner facility — we check before you start that the equipment and resources you need are there, and we remain responsible for the quality of your training.

If something you need is missing, broken or inaccessible, tell your trainer. That is a problem for us to solve, not for you to work around.

6.3 If any part of your training is delivered by someone else

Where a third party delivers or assesses any part of your course on our behalf, we will tell you before you enrol who they are and what they are responsible for. We remain accountable to you for the quality of that training and for the qualification you receive, and you may bring a complaint about a third party directly to us — you do not have to raise it with them first.

7. How you are assessed

Assessment is how we decide whether you can do the job. Every assessment we set is mapped to the requirements of the training product — the performance criteria, the evidence requirements and the assessment conditions.

7.1 Who makes the decision

Every assessment decision about you is made by a qualified human assessor.

A decision that you are Competent or Not Yet Competent is made by a person who holds the vocational competency and the assessor credentials required by the Credential Policy, and who maintains current industry skills. That person is named on your assessment record. No software makes that decision, and no one who is delivering training under supervision makes it either.

Section 17 sets out where we do use artificial intelligence and where we do not.

7.2 The principles we assess by

Principle	What it means for you
Fair	The method does not disadvantage you. We make reasonable adjustments where they are appropriate, we tell you what is expected before you are assessed, and we allow reassessment where it is needed.
Flexible	We recognise skills however you gained them — through work, life experience or other study — and we can vary the method to suit your circumstances without lowering the standard.
Valid	The assessment actually measures what the unit requires, and covers all of it.
Reliable	Two different assessors looking at the same evidence would reach the same decision. We validate our tools and calibrate our assessors to make that so.

7.3 The evidence you provide

Your evidence must be valid (it relates to the unit), sufficient (there is enough of it), authentic (it is your own work) and current (it reflects what you can do now). If we cannot be satisfied your work is your own, we will not mark it down on suspicion — we will talk to you and give you another way to demonstrate the skill, such as a verbal or practical assessment. See section 11.

7.4 Feedback

You will receive written feedback on every assessment, telling you the outcome, what you did well, and specifically what is required if the outcome is Not Yet Competent. Feedback that accompanies an assessment outcome is reviewed and signed off by your assessor before it reaches you.

Assessment feedback is provided within 10 business days of your submission. If we are going to take longer, we will tell you before that deadline passes and give you a date.

8. Attempts, resubmission and reassessment

Being assessed Not Yet Competent is a normal part of vocational training. It means the evidence so far does not yet demonstrate the skill. It does not mean you have failed the course.

8.1 How resubmission works

Stage	What happens
First submission	Your assessor marks your work and gives you written feedback. If the outcome is Not Yet Competent, the feedback tells you exactly what is missing and what to do.
Second submission	Your assessor marks the revised work. If it is still Not Yet Competent, the feedback again sets out what is required, and your assessor will offer to talk it through with you.
Third submission	Your assessor marks the revised work and, whatever the outcome, arranges a conversation with you — by phone, video or in person — to make sure the feedback is clear and to identify what support would help.
Beyond three	Your assessor and the Operations Manager review your situation with you and agree a plan. That plan may include additional tutoring, a reasonable adjustment, a different assessment method, a revised timeframe, or in some cases advice that a different course would suit you better.

8.2 There is no automatic limit and no automatic lock

We do not lock you out of your course automatically, and no system does it on our behalf.

A previous version of this handbook described a platform suspension and a course lock applied after a set number of unsuccessful attempts. That does not happen. Any decision to limit your access, pause your enrolment or stop further reassessment is made by a named person, recorded in writing with reasons, communicated to you, and open to appeal under section 23 before it takes effect.

Before any such decision is made, we will first consider whether a reasonable adjustment (section 16) or additional support (section 15) would address the problem — because in most cases it does.

8.3 Fees for additional attempts

Your course fee covers the assessment and, where needed, reassessment of every unit. A fee applies only for repeated additional attempts well beyond the normal range, and it is never applied without notice.

Situation	Fee
First, second and third submission of any assessment task	No fee
Fourth and fifth submission	No fee
Sixth and each subsequent submission of the same task	\$50 per attempt, and only after you have been told in writing that further attempts will attract a fee
Reassessment required because of a change we made, an error on our part, or an approved reasonable adjustment	No fee

If paying this fee would cause you hardship, tell us. We will not end an enrolment over a resubmission fee without first discussing it with you.

8.4 If you are struggling

Repeated unsuccessful attempts are a signal to us that something needs to change on our side, not only yours. Contact your trainer, the Student Support Officer or the Operations Manager. Support available to you is set out in section 15, and it costs nothing.

9. Recognition of Prior Learning

You may already have the skills and knowledge a unit requires — from paid work, volunteering, life experience, or training you did elsewhere. Recognition of Prior Learning (RPL) is the process of having that assessed so you do not repeat learning you have already done.

We tell every student about RPL before enrolment and again at induction. You can apply at any point before you complete a unit.

9.1 How it works

1. You tell us which units you believe you already meet, and we give you the RPL kit for those units.
2. You gather evidence — employment records, position descriptions, references, work samples, photographs or video of you performing the task, prior qualifications, third-party reports from supervisors.
3. A qualified assessor reviews it against the same unit requirements that apply to every other student, and may ask you questions or ask to observe you demonstrate a skill.
4. You receive a written decision for each unit, with reasons.
5. Where the evidence covers part of a unit, we identify the gap and offer gap training. You pay only for the gap training you actually need, on a pro-rata basis.

An RPL decision is made within 20 business days of us receiving your complete evidence. If the assessor needs more from you, the clock pauses until you provide it.

9.2 RPL fees

AQF level	Full qualification	Individual unit	Per unit if RPL not granted
Certificate II	\$250	\$75	\$50
Certificate III	\$750	\$100	\$75
Certificate IV	\$750	\$100	\$75
Diploma	\$850	\$125	\$100

The RPL fee covers the assessment of your evidence whether or not recognition is granted, because the assessment work is done either way. Gap training is charged separately and pro-rata.

9.3 If your RPL application is refused

A refusal is an assessment decision, so you may appeal it under section 23. You may also simply undertake the training and be assessed in the normal way.

10. Credit transfer

Credit transfer is different from RPL. If you have already been awarded a unit by another RTO, and that unit is equivalent to one in your course, we grant it — we do not assess you again.

	Detail
What you provide	Your AQF certification documentation — a testamur and record of results, or a Statement of Attainment — or a verified transcript from your USI account.
How we verify it	Against your USI transcript or directly with the issuing RTO. We do not accept a photocopy alone.
What we grant	Credit for any unit with the same national code, and for equivalent superseded units where the training package mapping says they are equivalent.
Timeframe	10 business days from receipt of complete documentation.
Fee	No fee.
Effect on your course fee	Where credit reduces the units you study, your fee is reduced pro-rata. Ask us for a revised written agreement.

A credit transfer decision may be appealed under section 23.

11. Academic integrity, plagiarism and your use of AI

Your qualification is worth something because it certifies what you can actually do. Work that is not yours undermines that — for you and for every other graduate.

11.1 Plagiarism

Plagiarism is presenting someone else's words, ideas, images or work as your own. It includes copying from a website, a textbook, another student, or a previous submission of your own from a different course, without acknowledgement.

Using sources is not plagiarism. Using them without saying so is. If you are unsure how to reference something, ask your trainer — that question has never got anyone into trouble.

11.2 Your use of artificial intelligence

We provide TCOHAF AI Tutors trained on the content of your course. You may use them to explain a concept, test your understanding, or help you plan an answer. That is what they are for.

What you may not do is submit work generated by an AI tool as though it were your own. Your assessment must demonstrate

If we think a submission may not be your own work

We use a combination of tools and assessor judgement to identify submissions that may not be a student's own work. A flag from a tool is never the end of the matter and is never the decision.

6. Your assessor reviews the submission and forms their own view.
7. If a concern remains, your assessor contacts you, tells you what has raised it, and gives you a fair opportunity to respond.
8. Where the concern is about authenticity, we offer you an alternative way to demonstrate the skill — most often a verbal assessment, a practical demonstration, or a supervised task.
9. Any finding of academic misconduct is made by a person, recorded with reasons, and communicated to you in writing.
10. You may appeal that finding under section 23. Nothing takes effect until an appeal you have lodged is decided.

A first instance is normally dealt with through guidance and reassessment, because the usual cause is genuine confusion about what is allowed. Repeated or deliberate misconduct is more serious and may, after the process above, result in cancellation of your enrolment.

Full detail is in the TCOHAF Plagiarism and Cheating Policy and Procedure, at cohaf.edu.au/our-policies/.

12. Fees, payment and refunds

The fees in this section are indicative. The fee that binds us is the one in the written agreement you receive before you enrol. If a figure here differs from your written agreement, your agreement applies. If a fee is not listed in this section and not in your written agreement, it is not payable.

12.1 Course fees

Fees below are the standard fee for an individual student paying for their own training, current as at the effective date of this handbook. Different fees may apply where a course is government-subsidised or purchased by an employer. Confirm your fee in writing before you pay.

Code	Qualification	Paid in full	AQF level
SIS20122	Certificate II in Sport and Recreation	\$1,250	II
SIS20321	Certificate II in Sport Coaching	\$1,250	II
HLT23221	Certificate II in Health Support Services	\$1,250	II
BSB30120	Certificate III in Business	\$1,500	III
HLT37315	Certificate III in Health Administration	\$1,800	III
BSB40120	Certificate IV in Business	\$1,800	IV
SIS30321	Certificate III in Fitness	\$2,200	III
BSB50120	Diploma of Business	\$2,500	Diploma
SIS40221	Certificate IV in Fitness	\$2,800	IV
SIS30321 + SIS40221	Certificate III and Certificate IV in Fitness (combined)	\$3,500	III + IV

Fees for CHC22015, CHC24015, CHC32015, FSK10119, FSK10219, FSK20119, SIS30122 and SIS30521 are quoted on application, because they are most often delivered under a school or funded arrangement. Contact us for a written quote before you enrol — we will not enrol you without one.

Nationally recognised short courses

CPR is nationally recognised training. HLTAID009 Provide cardiopulmonary resuscitation is on our scope of registration, the fee is \$59, and on successful completion you receive a Statement of Attainment carrying the Nationally Recognised Training logo. The short courses in the table below are also nationally recognised, and each leads to a Statement of Attainment — see section 4.3.

Short course fees

Course	Fee	Payment
HLTAID011 Provide First Aid	\$110	In advance
Aqua Exercise Instruction Skill Set (SISSS00135)	\$640	In advance
Aqua Instructor (for Certificate III in Fitness graduates)	\$520	In advance
Older Adults Trainer	\$450	In advance
Children's Trainer	\$450	In advance

Course	Fee	Payment
Group Exercise Instructor	\$450	In advance
Strength and Conditioning Trainer	\$450	In advance

Non-accredited: the Certificate in Nutritional Consultancy is \$499, paid in advance. It leads to a TCOHAF Certificate of Completion, not a Statement of Attainment — see section 4.3.

12.2 Other fees

What for	Fee	Notes
Application or enrolment fee	Nil	There is no separate application fee
Statement of Attainment on partial completion	Nil	Issued free when you withdraw having completed some units
First issue of your testamur and record of results	Nil	Included in your course fee
Replacement or re-issued testamur	\$50	Per re-issue after the first
Sixth and subsequent submission of the same assessment task	\$50	Only after written notice — see section 8.3
Course extension (three months)	\$100	Where approved
Deferral (up to six months)	\$25	Where approved — see section 12.5
Withdrawal from a government-funded course	\$60	Administration cost
Gap training following RPL	Pro-rata	You pay only for the training you need

12.3 How to pay

We accept direct debit, credit card and BPay. Instalment arrangements are available for some qualifications — ask before you enrol, and any arrangement will be set out in your written agreement.

12.4 Protection of fees you pay in advance

We protect fees you pay in advance by limiting the amount we hold at any time. We do not accept more than \$1,000 from you before your course commences, and we do not hold more than \$1,500 from you for training and services we have not yet delivered. Operating within those limits is our accepted arrangement under the Compliance Requirements, and those limits are the primary protection.

In addition to those limits, and beyond what the Compliance Requirements ask of a provider operating within them, we maintain a designated reserve account at a different Australian bank from our operating account. A sum is held there and is not drawn on in the ordinary course of business. It exists to meet our obligations to you for training you have paid for and we have not delivered. To be clear about what that account is: it is not a trust account, your fees are not deposited into it, and it holds our own money set aside against what we owe

students. Your fees are received into our operating account. These terms are set out in full at clause 6 of the Fees, Charges and Refund Policy (TCOHAF-STU-POL-008).

12.5 Withdrawing, deferring and refunds

How to withdraw

Withdrawal must be in writing. Email admin@cohaf.edu.au with your name, your course, and the date you wish your withdrawal to take effect. We will acknowledge it within 2 business days and confirm in writing what refund, if any, is payable and when you will receive it.

Refunds

Circumstance	What you receive
You withdraw in writing more than 10 business days before your start date	A full refund of all fees paid, less a \$50 administration fee.
You withdraw in writing 1 to 10 business days before your start date	A 50 per cent refund of all fees paid, less a \$50 administration fee.
You withdraw on or after your start date, within the first 20 per cent of the nominal duration of your course	A refund of 50 per cent of the fees paid for the course, less the value of any learner resources already issued to you. Fees not yet paid for that period remain payable.
You withdraw after more than 20 per cent of the nominal duration	No refund. Fees for the period already delivered remain payable.
You withdraw because of serious illness, injury or other exceptional circumstances, with supporting documentation	The Chief Executive Officer may grant a full or partial refund. Apply in writing with your evidence. You will be given the decision and the reasons in writing.
We are unable to deliver the training or assessment you enrolled in, for a reason not caused by you	A pro rata refund for the proportion not delivered, plus any reasonable cost you incurred as a direct result. No administration fee is deducted.
We withdraw you for non-engagement	No refund, except at the Chief Executive Officer's discretion in exceptional circumstances. If we withdraw you for any other reason, including a reason attributable to us, the row above applies.
Your training is government-subsidised	The applicable funding contract applies in addition to these terms. Where the contract gives you a greater entitlement, the contract prevails.

These are the only refund terms we apply. They are the terms at clause 7 of the Fees, Charges and Refund Policy (TCOHAF-STU-POL-008). If any other document of ours states different refund terms, tell us — the policy applies, and where you enrolled relying on published terms more favourable to you than the policy, we apply those instead. We will never apply a term retrospectively to your disadvantage.

Your rights under the Australian Consumer Law are not limited by this policy. You are entitled to a remedy if our services are not delivered with due care and skill, do not match what we described, or are not fit for the purpose we said they were. Where a statutory cooling-off period applies to the way you enrolled, your written agreement will say so and will tell you how to use it. If you think something has gone wrong, use section 22 — and if you are not satisfied with our answer, the ACCC and the Queensland Office of Fair Trading are listed in section 27.

Deferral

You may apply in writing to defer for up to six months. Deferrals are normally granted for medical reasons or significant personal circumstances. A \$25 administration fee applies. On your return you will study the training package requirements current at that time, which may mean different units and, in some cases, additional cost — we will tell you before you recommence.

12.6 If we cancel your course

If we cannot deliver all the units in your course, we will refund the fees paid for any unit not delivered, issue a Statement of Attainment for the units you completed, and help you find another provider to complete the qualification if you wish.

13. Your Unique Student Identifier

A Unique Student Identifier (USI) is a 10-character reference that creates a single online record of all the nationally recognised training you complete in Australia. It is required by the

We cannot issue your certificate without a verified USI. You can complete the training and be assessed, but the testamur or Statement of Attainment cannot legally be issued. Sort this out early.

13.1 Getting one

It is free and takes about ten minutes at usi.gov.au. You will need one form of identity — a driver licence, Medicare card, Australian passport, birth certificate, citizenship certificate, ImmiCard or visa. Have your contact details ready, then give the USI to us, or give us permission to create one on your behalf during enrolment.

If you have lost or forgotten your USI, use the "Forgotten your USI" link at usi.gov.au, or call the USI Registrar on 1300 857 536 (Monday to Friday, 9am – 5pm AEST).

13.2 Exemptions

A small number of students are exempt — for example, where verifying identity would put a person at risk, or where a student is in a correctional facility without access to identity documents. If you think an exemption may apply to you, talk to us. We will not simply tell you we cannot help.

13.3 What we do with it

We use your USI only to verify your identity with the Student Identifiers Registrar, to report your training outcomes as we are legally required to, and to issue your certification. We store it securely and we do not disclose it except as the

14. Your records and your privacy

14.1 Accessing your own records

You may ask for a copy of any record we hold about you — your enrolment, your assessment results, your progress, your correspondence with us.

	Detail
How to ask	Email admin@cohaf.edu.au . You do not have to give a reason.
Timeframe	Within 10 business days
Format	Digital, unless you ask for paper
Fee	No fee
If something is wrong	Tell us and we will correct it. If we disagree that it is wrong, we will record your statement alongside it and tell you why we disagree.

Your training outcomes are also available to you directly through your USI account transcript at usi.gov.au.

14.2 Privacy

We handle your personal information in accordance with the

Who we disclose it to, and why

- **The National Centre for Vocational Education Research (NCVER)** — we are required to report student and training data annually under the National VET Provider Collection Data Requirements Policy.
- **The Student Identifiers Registrar** — to verify your USI and record your outcomes.
- **ASQA and other regulators and funding bodies** — where they require it, including at audit.
- **Your school** — if you are a school-based student, to your school's VET Coordinator.
- **Your employer** — only if your training is employer-funded or part of an apprenticeship or traineeship, and only what is relevant to that arrangement.
- **Your parent or guardian** — if you are under 18.

We do not sell your information, and we do not give it to anyone else without your consent unless the law requires it.

Marketing

If you do not want marketing communications from us, tell us and we will stop. We comply with the

14.3 How long we keep records

Record	Retained for
Your AQF certification records and record of results	30 years, then transferred to ASQA
Assessment evidence and completed assessment tools	As required by the Compliance Requirements — currently a minimum of 6 months from the date of the assessment decision
Enrolment, financial and general student records	At least 7 years

Only the Chief Executive Officer may approve the destruction of records, and destruction is by secure shredding or secure digital deletion. If we cease to operate, our student records are transferred to ASQA so that your qualification can still be verified and re-issued.

15. Support while you study

Support is not a favour and it is not remedial. Most students use some of it. All of it is free.

15.1 What is available

Support	What it is and how to get it
Trainer and assessor access	Direct contact with the person teaching and assessing you — see section 19 for how and when.
Study support	Help with study skills, planning, note-taking and assessment technique. Ask your trainer or the Student Support Officer.
Language, literacy, numeracy and digital skills	Identified at pre-enrolment and available any time. Delivered by us, or by referral to a free external program. If a referral involves a cost to you, we will tell you before we make it.
Learning resources	Study Tips Guide, Steps to Course Success, instructional videos and the Wellness Journal, all in your course in the Student Portal.
Virtual classroom	Weekly Wednesday evening session with a trainer — bring whatever you are stuck on.
Workshops	School holiday workshops, four times a year, for practical skills and assessment catch-up.
TCOHAF AI Tutors	Trained on your course content, available in the platform any time, for explaining concepts and checking your understanding. See section 11.2 for what they may and may not be used for.
IT and platform support	Technical help with the Student Portal (aXcelerate). Email admin@cohaf.edu.au .
Reasonable adjustments	See section 16.
Wellbeing and personal support	See section 20.
Financial hardship	If you are struggling to pay, talk to us before you fall behind. We would rather find an arrangement than lose you.

15.2 Confidential support

If you want to raise something privately — a health issue, something happening at home, a concern about a staff member — contact the Operations Manager, Dean Meldrum, at dean@cohaf.edu.au. It will be handled discreetly and shared only with those who need to know to help you, or where we are legally required to report it (see section 21).

15.3 Referral to external services

Some things are outside what a training provider can properly help with. Where that is so we will say so plainly and refer you to a service that can, rather than leaving you with nothing. We will also discuss deferring or adjusting your studies while you deal with it.

16. Disability and reasonable adjustments

A reasonable adjustment is a change to how you are trained or assessed so that a disability, medical condition or learning difference does not stand between you and demonstrating what you can do. It changes the method, never the standard — you still have to be able to do the job.

16.1 Examples

- Extra time for an assessment, or breaking it into shorter sessions
- A verbal assessment instead of a written one, or vice versa
- Assistive technology, screen readers, or materials in large print or an accessible format
- A support person, note-taker or Auslan interpreter
- A quieter or more accessible physical environment
- Adjusted scheduling around treatment or medication

16.2 How to arrange one

- 11. Tell us.** At enrolment, or at any time afterwards — including after something changes. You can raise it with your trainer, the Student Support Officer, or in confidence with the Operations Manager.
- 12. We talk it through with you.** You know your circumstances better than we do. We may ask for supporting documentation, but only where it is genuinely needed to design the adjustment.
- 13. We decide and confirm in writing.** Normally within 10 business days. The adjustment is recorded on your file and communicated to everyone who needs to apply it.
- 14. We review it.** An adjustment that is not working gets changed.

16.3 If we cannot make the adjustment you ask for

Occasionally an adjustment is not possible — usually because it would mean not assessing something the unit requires, or because a licensing outcome depends on that specific skill. If so we will tell you promptly, in writing, with reasons, and we will discuss what else can be done, including an alternative adjustment or a different course.

That decision may be appealed under section 23.

16.4 Confidentiality

What you tell us about a disability or health condition is confidential. It is shared only with the staff who need it to deliver your adjustment, and it is not recorded on your assessment record or your certification.

17. How we use artificial intelligence

We use AI in parts of our business. You are entitled to know where, and to know what it is not used for.

17.1 Where we do not use AI

AI does not make assessment decisions.

Every Competent and Not Yet Competent decision is made by a qualified, credentialed trainer and assessor.

AI does not decide anything else that affects you either. It is not used to decide complaints, appeals, reasonable adjustments, academic misconduct findings, welfare matters, or whether you can continue in your course.

17.2 Where we do use AI

Use	Human oversight
Drafting feedback for assessors to consider	The assessor reviews, edits and signs off every piece of feedback before it reaches you. The assessor's judgement is the decision; the draft is a starting point.
Accessibility outputs — alt text, captions, translations	Checked by a person before publication
Drafting marketing and website content	Reviewed and approved by a person before publication
Learning platform analytics — flagging students who may be falling behind	A flag prompts a person to contact you. It never triggers an automatic consequence.
TCOHAF AI Tutors, available to you	A study aid for you to use. Nothing it tells you is an assessment decision.

17.3 Your information

We use enterprise AI services under contract, with data processing agreements in place. We do not enter your personal information into public AI tools. Our use of AI complies with the

17.4 Your rights

- You may ask for a pathway that does not involve AI for any service we provide, and we will arrange it.
- You may ask how AI was used in anything affecting you, and we will tell you.
- You may ask for a person to review any output you believe is wrong.

This section reflects ASQA's Principles for the Responsible Use of Artificial Intelligence in VET, in particular the principle that human oversight and accountability is maintained in all AI-supported activities and that decisions affecting students remain the responsibility of qualified staff.

18. Diversity, inclusion and cultural safety

Everyone enrolled with us is entitled to a safe and inclusive learning environment, regardless of background, culture, language, religion, age, gender, sexuality, disability or circumstances.

18.1 Aboriginal and Torres Strait Islander students

The College of Health & Fitness acknowledges the Traditional Owners of the lands on which we work and learn, and pays respect to Elders past and present.

Cultural safety is not an optional extra. It means you should not have to explain, defend or set aside your identity to study here. In practice:

- Our trainers undertake First Nations cultural capability training.
- Course materials are reviewed for culturally appropriate content and examples.
- You may bring a support person, family member or community representative to any meeting with us, including a complaint or appeal meeting.
- 13YARN (13 92 76) is a free, confidential, 24-hour crisis line staffed by Aboriginal and Torres Strait Islander Crisis Supporters — see section 20.
- If anything in your dealings with us feels culturally unsafe, tell us. That is a complaint we want to receive.

18.2 Access and equity

We do not discriminate in selection, enrolment, training or assessment. We comply with the

Full detail is in the TCOHAF Equity and Diversity Policy and Procedure at cohaf.edu.au/our-policies/.

18.3 Harassment, bullying and discrimination

Harassment, bullying, discrimination and sexual harassment are not tolerated — from staff, from other students, or towards our staff. This applies in class, on campus, on placement, in the online platform and in any communication connected with your course.

If it happens to you, you can raise it informally with any staff member, or formally as a complaint under section 22. You may bring a support person. It will be handled confidentially, and raising it will not disadvantage you.

19. Contacting your trainer, and what to expect back

19.1 How to reach your trainer

Method	Detail	Response
Email	firstname.lastname@cohaf.edu.au	Within 2 business days
Student Portal message	Through your course page	Within 2 business days
Scheduled consultation	Request through the platform or by email	Time confirmed within 1 business day
Virtual classroom	Wednesday evenings	Live
Administration office	07 3385 0195 · admin@cohaf.edu.au · Mon–Fri 8:30am–5:00pm AEST	Same business day

19.2 Our published response times

These are commitments, not aspirations. If we are going to miss one, we will tell you before the deadline passes and give you a date.

What	Timeframe
Email or platform message to your trainer	2 business days
Phone call or email to the administration office	Same business day
Voicemail left outside office hours	Returned the next business day
Confirmation of a requested consultation time	1 business day
Assessment feedback after you submit	10 business days
Acknowledgement of a complaint or appeal	2 business days
Outcome of a complaint	20 business days
Copy of your student records	10 business days
Reasonable adjustment decision	10 business days
Credit transfer decision	10 business days
RPL decision	20 business days from complete evidence

19.3 If you cannot reach your trainer

- 15.** Allow the 2 business days above — trainers also teach.
- 16.** Contact the administration office on 07 3385 0195 or admin@cohaf.edu.au.
- 17.** Ask for the Operations Manager, Dean Meldrum.
- 18.** If it is still unresolved, contact the Chief Executive Officer at tony@cohaf.edu.au.

If a lack of response has held up your study, say so. We will not penalise you for a delay we caused, and an assessment deadline will be extended accordingly.

19.4 Support specific to how you are studying

If you study...	Your first point of contact
Online	Your trainer through the Student Portal; administration for anything portal-related
Face to face at North Lakes	Your trainer in class, or the administration office
In a school (VET in Schools)	Your school's VET Coordinator, who liaises with us. You may also contact us directly at any time — you do not have to go through your school.
In a correctional or community setting	The trainer attending your site, and the facility's education officer. Where your access to email or phone is restricted, we will arrange contact through the facility.

20. Wellbeing and crisis support

Studying while managing work, family, money or your health is hard, and most people hit a difficult patch somewhere in a course. Telling us early gives us options — extensions, adjustments, a deferral, a lighter load. Telling us late usually gives us fewer.

20.1 Talk to us

Your trainer, the Student Support Officer (Alex Crawford) or the Operations Manager (Dean Meldrum) are all appropriate people to raise this with. We are not counsellors and we will not pretend to be — but we can adjust your study around what you are dealing with, and we can point you to people who are.

20.2 Free confidential services

These services are independent of us, free, and available whether or not your concern relates to your course. You do not need our permission and we are not told that you contacted them.

If you or someone else is in immediate danger, call 000.

Service	Contact	For
Lifeline	13 11 14	Crisis support and suicide prevention, 24 hours
13YARN	13 92 76	Crisis support for Aboriginal and Torres Strait Islander people, by Aboriginal and Torres Strait Islander Crisis Supporters, 24 hours
Beyond Blue	1300 22 4636	Anxiety, depression and general mental health, 24 hours
Kids Helpline	1800 55 1800	Counselling for anyone aged 5 to 25, 24 hours
headspace	headspace.org.au	Mental health support for people aged 12 to 25
1800RESPECT	1800 737 732	Domestic, family and sexual violence counselling, 24 hours
Butterfly Foundation	1800 33 4673	Eating disorders and body image
MensLine Australia	1300 78 99 78	Counselling for men, 24 hours
QLife	1800 184 527	Peer support for LGBTIQ+ people, 3pm – midnight
National Debt Helpline	1800 007 007	Free financial counselling
Reading Writing Hotline	1300 655 506	Free referral to adult literacy and numeracy programs

20.3 Adjusting your study

If what you are dealing with means you need to pause or slow down, the options are set out elsewhere in this handbook: reasonable adjustments (section 16), deferral for up to six months (section 12.5), and course extension (section 12.2). Ask before a deadline passes rather than after.

21. Students under 18, and child safety

We enrol students under 18, most often through schools. If you are under 18, or you are the parent or carer of a student who is, this section is for you.

21.1 Our commitment

Every child and young person studying with us has the right to be safe, to be listened to, and to be taken seriously.

We operate in line with the 10 Child Safe Standards under the Child Safe Organisations Act 2024 (Qld), and we have regard to the National Principles for Child Safe Organisations. We are also covered by Queensland's Reportable Conduct Scheme.

The Act also carries a Universal Principle: that organisations must promote and uphold the right of Aboriginal and Torres Strait Islander children to cultural safety — to feel welcome, safe, valued, included and respected. We treat that as part of keeping children safe, not as separate from it.

21.2 What this means in practice

- Staff who work with students under 18 are screened, supervised and trained in child safety, and their conduct is governed by a code that is enforced.
- Where we deliver training in a school, a residential facility, a youth detention centre or another regulated child-related setting, the staff doing that work hold a current Queensland Blue Card (working with children check), as the law requires. Where we deliver at our own premises or online, blue cards are held as a matter of TCOHAF policy.
- Students under 18 are not left alone with a single adult where that can reasonably be avoided, and one-to-one sessions are scheduled in visible or supervised settings.
- Photographs, video and online activity involving students under 18 are only used with the consent of the student and their parent or carer.
- Content that may be distressing is flagged in advance, and an alternative is available.

21.3 If you are under 18

You can raise a concern about anything — something a staff member said or did, something another student did, something that happened on placement, or something happening outside your course that is affecting you.

You can...	Detail
Tell any staff member	Any of us. You do not have to work out who the right person is.
Email us	admin@cohaf.edu.au
Tell your school	If you are a school-based student, your VET Coordinator or any teacher
Bring someone with you	A parent, carer, friend, teacher or support person, to any conversation
Go outside TCOHAF	Kids Helpline 1800 55 1800 (free, 24 hours, confidential) · Queensland Family and Child Commission · Police 000 in an emergency

You will not get in trouble for raising a concern, even if it turns out to be a misunderstanding. We would far rather hear about ten things that turn out to be nothing than miss the one that is not.

21.4 Our reporting obligations

You should know this before you tell us something, so that nothing comes as a surprise.

- If we reasonably suspect a child has been harmed or is at risk of harm, we must report it — to the Queensland Police Service, to Child Safety, or both. We cannot promise to keep that confidential, and we will not pretend otherwise.
- Allegations of reportable conduct by our staff or volunteers are reported and investigated under Queensland's Reportable Conduct Scheme, which has applied since 1 July 2026, and are notified to the Queensland Family and Child Commission.
- Where we report, we will tell you and your parent or carer that we have done so, unless telling you would put a child at further risk.

Outside those obligations, what you tell us stays with the people who need it to help you.

21.5 For parents and carers

If your child is enrolled with us, we will provide information about their course, progress and any concerns. You may contact us at any time on 07 3385 0195 or admin@cohaf.edu.au. Your consent is required for your child's enrolment and for the disclosure of their personal information. You can raise a complaint on your child's behalf under section 22, or make one in your own right.

22. Complaints

A complaint is when you are unhappy with something we did or failed to do — about your training, your assessment, a member of staff, another student, a third party delivering on our behalf, our facilities, our administration, or how we treated you.

Complaining is free, and it will not disadvantage you. Your enrolment, your marks and your relationship with your trainer are not affected by making a complaint. Anyone who suggests otherwise is wrong, and that itself is a complaint.

22.1 Informal resolution first, if you want it

Many things are sorted out quickly by raising them with your trainer or the administration office. You are not required to try this first. If you would rather go straight to a formal complaint, do that.

22.2 Making a formal complaint

	Detail
How	In writing to admin@cohaf.edu.au, or by post to PO Box 86, North Lakes QLD 4509. If writing is a barrier, phone 07 3385 0195 and we will take it down and read it back to you.
What to include	What happened, when, who was involved, what you have already tried, and what outcome you are seeking.
Support person	You may bring or nominate anyone to support or represent you, at any stage.
Cost	Nil

22.3 What happens, and when

Stage	Timeframe	What happens
Acknowledgement	2 business days	We confirm in writing that we have your complaint, name who is handling it, and tell you what happens next.
Investigation	Within 20 business days	The person handling it is someone not involved in what you are complaining about. They gather the facts and give anyone complained about a fair chance to respond.
Outcome	20 business days	A written decision with reasons, what we will do about it, and how to take it further if you are not satisfied.
If it will take longer	Before day 20	We write to you explaining why, what remains outstanding, and when you will have a decision. We then keep you updated at least every 20 business days.

22.4 If you are not satisfied with our decision

You may ask for the decision to be reviewed by an independent third party who is not employed by us and had no part in the original decision. Request this in writing within 20 business days of our decision.

22.5 Taking it outside TCOHAF

You may contact these bodies at any time, and you do not have to exhaust our process first — though they will usually ask whether you have raised it with us.

Body	For and how
National Training Complaints Hotline	13 38 73 · Complaints about any aspect of vocational training in Australia
Australian Skills Quality Authority (ASQA)	asqa.gov.au · Complaints about an RTO's compliance with the Standards
Queensland Office of Fair Trading	13 QGOV (13 74 68) · Consumer issues, fees and contracts
Office of the Australian Information Commissioner	oaic.gov.au · Privacy complaints
Australian Human Rights Commission	humanrights.gov.au · Discrimination and harassment
Queensland Family and Child Commission	qfcc.qld.gov.au · Child safety and reportable conduct

22.6 What we do with complaints

Every complaint is recorded, and the outcome is recorded with it. We review them regularly to find what keeps going wrong, and changes we make as a result are recorded in our continuous improvement register. Several sections of this version of the handbook exist because of complaints and feedback.

23. Appeals

An appeal is different from a complaint. You appeal a

23.1 What you can appeal

- An assessment decision — Competent or Not Yet Competent
- A decision to refuse Recognition of Prior Learning or credit transfer
- A decision to refuse a reasonable adjustment
- A finding of academic misconduct or plagiarism
- A decision to limit your access, suspend or cancel your enrolment, or stop further reassessment
- A disciplinary decision
- A refund decision
- Any other decision by us, or by a third party acting on our behalf, that adversely affects you

23.2 How to appeal

	Detail
Time limit	Within 20 business days of being told of the decision. If you miss that because of circumstances beyond your control, ask anyway — we can extend it.
How	In writing to admin@cohaf.edu.au, stating the decision, why you think it is wrong, and any evidence you want considered.
Cost	Nil
Support person	You may bring or nominate anyone to support or represent you.
While the appeal is open	The decision does not take effect until the appeal is decided, unless leaving it in place is necessary for someone's safety.

23.3 What happens, and when

Stage	Timeframe	What happens
Acknowledgement	2 business days	In writing, naming who will decide it.
Review	Within 20 business days	Decided by someone who was not involved in the original decision. For an assessment appeal this means a different qualified assessor, who re-assesses your evidence — they do not simply review the first assessor's reasoning.
Outcome	20 business days	In writing, with reasons. If the appeal succeeds, the decision is changed and any consequence reversed, including a refund of any fee charged as a result.
Independent review	On request, within 20 business days of our decision	An independent third party not employed by us, at no cost to you.

If you remain dissatisfied after independent review, the external bodies in section 22.5 are open to you.

24. Your rights and responsibilities

24.1 What you can expect from us

- Accurate information about your course, its cost and its outcomes, in writing, before you enrol
- Training and assessment that meets the requirements of the training product and prepares you for the work
- Qualified trainers and assessors with current industry skills
- Assessment decisions made by a person, explained to you, and open to appeal
- Feedback within 10 business days
- Support, including reasonable adjustments, at no cost
- A safe, inclusive and culturally safe learning environment
- Your privacy respected and your records kept securely
- Complaints and appeals handled fairly, free, and without disadvantage to you
- Your certification issued within 30 days of completion, provided your USI is verified and fees are paid

24.2 What we ask of you

- Give us accurate information at enrolment, including your USI, and tell us promptly if your contact details change
- Submit your own work
- Meet the deadlines in your training plan, or talk to us before they pass if you cannot
- Pay your fees in accordance with your written agreement, or talk to us if you are struggling
- Treat staff, other students, clients and the public with respect, in person and online
- Follow safety instructions and any site rules where you train or are placed
- Look after equipment, facilities and learning materials
- Tell us if something is not working — including if it is us

24.3 Conduct and discipline

Behaviour that threatens the safety, dignity or learning of others is dealt with. This includes harassment, bullying, discrimination, violence or threats, attending impaired by alcohol or drugs where that creates a risk, damaging property, and serious or repeated disruption.

How it is handled

Step	What happens
1. Conversation	A staff member raises it with you directly and tells you what needs to change.
2. Written warning	If it continues, you receive a written warning setting out the conduct, what is required, and what happens if it does not change.
3. Formal decision	The Operations Manager or CEO decides on further action, which may include exclusion from a class or session, suspension, or cancellation of enrolment. You are told the reasons in writing and given a chance to respond first.

Every disciplinary decision may be appealed under section 23, and does not take effect until any appeal you lodge is decided — unless leaving it in place is necessary for someone's safety. Where an enrolment

Step	What happens
	is cancelled for misconduct, refund entitlements are determined under section 12.5 and are also appealable.

Conduct serious enough to be a criminal matter — violence, threats, sexual assault or harassment — is reported to police, and section 21.4 applies where a child is involved.

25. Legal and safety information

25.1 Work health and safety

We have a duty under the

You also have duties: take reasonable care of your own safety, take reasonable care that you do not put others at risk, follow reasonable safety instructions, and report hazards, incidents and injuries — including near misses — to your trainer immediately.

Where you undertake work placement, we check the host's safety arrangements before you start, and a documented strategy manages the risks of you using their facilities and equipment. You keep your right to stop work you reasonably believe is unsafe.

Since 1 March 2025, Queensland employers have been required to have a written plan to manage the risk of sexual harassment and sex or gender-based harassment. Ours covers students as well as staff, and section 18.3 tells you how to raise a concern.

25.2 Your rights as a consumer

Enrolling with us creates a contract. We write our agreements in plain language, we do not pressure people into signing, and we give you the document to take away and consider.

The Australian Consumer Law gives you guarantees that we cannot contract out of. Our services must be provided with due care and skill, be fit for the purpose we said, and match what we described. Where they are not, you are entitled to a remedy. Nothing in this handbook or in your agreement limits those rights.

25.3 Copyright

Learning materials we give you are protected by the

Copyright in the work you produce for assessment remains yours. We retain a copy as assessment evidence, as we are required to, and may use anonymised examples for staff training and validation.

25.4 Legislation we operate under

Commonwealth	Queensland
<i>National Vocational Education and Training Regulator Act 2011</i>	<i>Work Health and Safety Act 2011</i>
<i>Student Identifiers Act 2014</i>	<i>Anti-Discrimination Act 1991</i>
<i>Privacy Act 1988</i>	<i>Child Safe Organisations Act 2024</i>
<i>Competition and Consumer Act 2010 (Australian Consumer Law)</i>	<i>Working with Children (Risk Management and Screening) Act 2000</i>
<i>Disability Discrimination Act 1992</i>	<i>Child Protection Act 1999</i>
<i>Racial Discrimination Act 1975</i>	<i>Information Privacy Act 2009</i>
<i>Sex Discrimination Act 1984</i>	<i>Education (Work Experience) Act 1996</i>
<i>Age Discrimination Act 2004</i>	
<i>Fair Work Act 2009</i>	

Commonwealth	Queensland
<i>Copyright Act 1968</i>	
<i>Spam Act 2003 · Do Not Call Register Act 2006</i>	

Current versions of Commonwealth legislation are at legislation.gov.au and Queensland legislation at legislation.qld.gov.au.

25.5 Our reporting obligations

We are required to report student and training activity data annually to the National Centre for Vocational Education Research (NCVER) under the National VET Provider Collection Data Requirements Policy, covering the preceding calendar year and submitted early in the following year. Where your training is government-funded, we also report to the relevant Queensland funding body.

26. What we do not promise

We will give you every reasonable opportunity to succeed. We will not guarantee an outcome, and you should be wary of any provider that does.

- **We do not guarantee you will complete the qualification.** Competency has to be demonstrated. If you do not demonstrate it, we cannot certify it — and a certificate issued on that basis would be worth nothing to you.
- **We do not guarantee employment.** No RTO can. A qualification improves your prospects; it does not create a job.
- **We do not guarantee a specific licence or registration outcome.** Where a course leads towards a licence, the licensing body sets its own requirements and makes its own decision. We will tell you before you enrol what the qualification does and does not entitle you to.

If we cannot deliver what you enrolled and paid for, section 12.6 applies: a refund for what was not delivered, a Statement of Attainment for what you completed, and help to transfer to another provider.

27. Directory

27.1 Our policies and procedures

The following are available in full at cohaf.edu.au/our-policies/, and we will send you any of them on request at no cost.

Policy	Covers
Complaints and Appeals Policy and Procedure	Sections 22 and 23
Refund Policy and Procedure	Section 12.5
Enrolment, Cancellation, Deferral and Transfer Policy and Procedure	Sections 5 and 12.5
Plagiarism and Cheating Policy and Procedure	Section 11
Credit Transfer Policy and Procedure	Section 10
Privacy Policy and Procedure	Section 14.2
Equity and Diversity Policy and Procedure	Section 18
Code of Practice and Student Behaviour and Disciplinary Policy and Procedure	Section 24
Facilities, Resources and Equipment Policy and Procedure	Section 6.2
Child Safety Policy and Procedure	Section 21
Data Reporting and Data Quality Assurance Policy and Procedure	Section 25.5

27.2 Regulators and external bodies

Body	Contact
Australian Skills Quality Authority (ASQA)	asqa.gov.au · 1300 701 801
National Training Complaints Hotline	13 38 73
National Training Register	training.gov.au
Unique Student Identifier	usi.gov.au · 1300 857 536
NCVER	ncver.edu.au
Queensland Department responsible for training	See the Queensland Government website for current funding programs and eligibility
Queensland Office of Fair Trading	13 QGOV (13 74 68)
Australian Competition and Consumer Commission	accc.gov.au · 1300 302 502
Office of the Australian Information Commissioner	oaic.gov.au · 1300 363 992

Body	Contact
Australian Human Rights Commission	humanrights.gov.au · 1300 656 419
Queensland Family and Child Commission	qfcc.qld.gov.au
Blue Card Services (Queensland)	qld.gov.au/bluecard · 1800 113 611
Fair Work Ombudsman	fairwork.gov.au · 13 13 94

Acknowledgement

Please read this handbook before you enrol. At enrolment you will be asked to confirm that you have received it, had the opportunity to discuss it with us, and understand what it says about fees, refunds, assessment, support, complaints and appeals.

If anything in it is unclear, ask before you sign. That is what we are here for.

Student name		
Course code and title		
Signature		
Date		

The College of Health & Fitness · RTO 30798 · TCOHAF-STU-HBK-001 v26.11 · Effective 1 October 2026

This handbook supersedes all previous versions.

28. Approval

This handbook is approved and adopted as the Student Handbook — Schools, VETiS and General of The College of Health and Fitness (RTO 30798) for enrolments from its effective date, 1 October 2026, to 31 December 2028, subject to annual review and to immediate revision on any change to fees, refund terms, scope of registration or student support arrangements.

On its effective date this version supersedes Student Handbook TCOHAF-STU-HBK-001 v26.10 (signed 26 September 2026, effective 1 October 2026) and every earlier version. None of them is to be issued to any student, published on any website, or served by any enrolment link after that date. Students in correctional centres receive the Student Handbook — Custodial Programs (TCOHAF-STU-HBK-002) instead of this handbook.

Role	Approval
Chief Executive Officer	Tony Attridge Signature <u>TA</u> Date <u>01/10/2026</u>
Execution method	TCOHAF-COMP-PROC-018 Method C — applied signature with typed date. Executed on the Chief Executive Officer row alone under TCOHAF-COMP-AMD-022 (PROC-014 clause 10).

29. Version history

Version and date	Change
v25.82 · 2025	Last version published to students as a PDF. Did not distinguish custodial students.
v26.06 · June 2026	Working file only. Never exported to PDF and never issued.
v26.07 · 17 September 2026	Complete rewrite to 27 sections, CEO approved. Interim handbook for all cohorts. Superseded by v26.09.
v26.08 · August 2026	Drafted as a two-handbook pair and never corrected, never filed and never issued. Retained quarantined as evidence of what was drafted.
v26.09 · 26 September 2026	Made under TCOHAF-COMP-REC-070 and TCOHAF-COMP-AMD-023. Refund terms at section 12.5 replaced with TCOHAF-STU-POL-008 v26.02 clause 7; prepaid fee protection at section 12.4 restated from clause 6; units of competency at section 4.2 extended to the seven units on scope; CPR identified as HLTAID009; correctional and community delivery directed to TCOHAF-STU-HBK-002; "eSkilld" corrected; footer page numbering rebuilt; approval block and version history added.
v26.10 · 1 October 2026	Made under TCOHAF-COMP-REC-071 action 1, rebuilt from the v26.09 editable master. The learning platform changes from eSkilld to the aXcelerate Student Portal (sections 5.4, 6, 15 and 19 and the contacts table), and online induction is now the Start Here module in the portal. Effective date completed. The approval block and this version history are carried through from v26.09 as executed. Nothing else changed.
v26.11 · 1 October 2026	Made under TCOHAF-COMP-COR-036 action 1 and the Chief Executive Officer's determinations of 1 October 2026. Section 4.2 separates the four units held explicitly on scope (HLTAID009, HLTAID010, HLTAID011, HLTINFCOV001) from HLTAID013, HLTAID014 and HLTAID015, which are held only within a qualification. Sections 2.3, 4.3, 4.4 and 12.1: Aqua Instructor, Children's Trainer, Older Adults Trainer, Group Exercise Instructor and Strength and Conditioning Trainer corrected from non-accredited to nationally recognised, each with its units; SISSS00135 Aqua Exercise Instruction Skill Set added; Older Adults Trainer delivered as SISFFIT044 and SISFFIT049 only, SISCCRO001 not being on scope, and its fee corrected to \$450; HLTAID011 and the Certificate in Nutritional Consultancy priced. Every scope statement checked against TCOHAF Scope Extract 2026-09-26 v26.01 and every fee against Customer Price List v25.11. Nothing else changed.