

STUDENT HANDBOOK

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RTO: 31894

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Welcome

Congratulations and welcome to the National Health and Fitness Academy (NHFA). We're excited to kickstart your career in the Fitness Industry and help you gain your fitness qualifications. There are so many awesome new opportunities in our amazing industry and there has never been a better time to begin.

Our experienced Course Coaches are dedicated to providing high-quality training and education to expand your personal, practical, and business skills – everything you need to become successful in the fitness industry.

As a Registered Training Organisation (RTO), NHFA adheres to the standards set under the Vocational Education and Training (VET) Framework, including the Standards for RTOs 2015. These standards are mandated by the National VET Regulator Act 2011 to ensure high-quality education and training. For more details about these requirements, visit www.asqa.gov.au.

The Student Handbook provides you with the necessary information that you, as a learner, will need to know to make the most of your learning experience. Reading the Student Handbook is a condition of enrolment. During the enrolment process, you will also be emailed a copy of the handbook.

If you have any questions or concerns regarding NHFA's policies, please don't hesitate to contact us, either prior to your enrolment or once you have commenced your studies. You can contact a member of our team at info@nhfa.edu.au or on 1300 16 10 13

On behalf of the NHFA Team, we wish you every success in your studies and look forward to working with you to achieve your goals.

NHFA Team
RTO Code 31894

Introduction

NHFA is a well-established Registered Training Organisation dedicated to providing a high standard of training to meet the personal and career objectives of participants. Our Trainers are industry-experienced professionals committed to remaining up-to-date with industry skills and knowledge to provide flexible and workplace-relevant training.

Our Commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ qualified and experienced Trainers, secure suitable facilities, and ensure sufficient opportunities for learning in appropriate environments, with suitable resources and assessments that are fair and flexible.

Should NHFA cancel training before it commences, Participants will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit the Participants, all fees paid will be refunded in full within 14 days of the training being cancelled. For training that has commenced, in the unlikely event that NHFA is unable to deliver the training, the Participant will be offered the option to enrol with another RTO. NHFA will assist the Participant in finding and transitioning to another suitable RTO.

Our Service Commitment

- Your questions are important to us. Please be aware that our Trainers are working with other Participants as well as yourself. We are committed to returning your calls and emails, but we ask that you allow us up to five (5) working days to respond.
- Assessment feedback will be provided within 14 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within 30 calendar days of your completion.
- Please advise us as soon as possible if you would like to withdraw or cancel your enrolment for any reason. This enables us to issue your Statement of Attainment for units completed.

Unique Student Identifier (USI)

A USI is mandatory for enrolment in any nationally recognised training program (Vocational Education and Training). This number is a government requirement, and we cannot process enrolments without a valid USI or confirmation of an approved exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database, allowing you easy access to your records. In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information and to apply for your USI or an exemption, go to:
<https://www.usi.gov.au/students/get-a-usi>

Your personal information may be used to find your USI, verify your USI, view your transcripts, or view/update details on the USI account.

Access and Equity Policy

Based on the Access and Equity Policy for Vocational Education and Training, the National Health and Fitness Academy will deliver training that is:

- Equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training
- Providing equal opportunity for all Participants
- Providing access to appropriate quality Vocational Education and Training programs and services
- Providing support services which enhance the achievement of positive outcomes

Expectations of Participants

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Participants. Failure to do so may result in cancellation of your enrolment.

1. Abide by Copyright and Plagiarism laws and legislation.
2. Comply with workplace health and safety regulations at all times.
3. Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
4. Comply with workplace harassment, victimisation and bullying regulations at all times
5. Ensure that behaviour is of a level acceptable to the workplace at all times.
6. Complete training and assessment activities within agreed timeframes.
7. Communicate any difficulties with the completion of activities or assessments with your Trainer.
8. Inform your Trainer in advance of any intended absences.
9. Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
10. Notify the trainer of any absences as soon as is practical.
 - a. A 100% commitment is required to attend all training on the timetable and scheduled times. Students who are absent for any training session will be required to attend another class to catch up and be signed off on that missed practical; the catch-up class

could be during the course duration or after the course duration, subject to class availability and programming.

11. Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.
12. Follow the instructions of the Trainer/Assessor at all times.
13. Treat Course Coaches and fellow students with respect.
14. Complete the course within the allocated time frame with honesty and integrity.
15. Follow and abide by the requirements within the Student Participant Handbook.

Participant Support

NHFA is dedicated to providing a high standard of service to Participants. Participants can contact their Trainer by phone or email during office hours. While we endeavour to respond to Participants as quickly as possible, it is important to note that our Trainers and Administration are also attending to other Participants too. We will provide feedback on Assessments within 14 working days.

Should Participants require further support, NHFA can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to: language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Participant.

Fees and Charges

Refund Policy

Non-refundable Deposit:

- Cancellation requests made within the 7-day cooling-off period will receive a full refund less an enrolment administration fee of \$500.00
- Cancellation requests made outside of the 7-day cooling-off period and before the commencement of practical workshop sessions will incur a \$1500.00 course cancellation fee
- No refund or waiver of fees will apply for cancellation requests made outside of the 7-day cooling-off period and after the commencement of practical workshop sessions, and all outstanding fees will be applicable and enforceable

In the circumstances where a student has entered a student payment plan, completion of all payments entered under the plan will remain the obligation of the student or account holder on the enrolment form. If these payments are not paid it may result in the account being taken to debt collection and legal action may be taken, to which the student is liable for all fees, including legal fees.

NHFA reserves the right to adjust fees without prior notice before enrolment. All outstanding fees must be paid in full before a qualification or Statement of Attainment can be issued.

We recognise that students may face personal challenges from time to time, including mental health or other health-related issues. NHFA takes these matters seriously and is committed to providing appropriate support. However, such circumstances do not negate the terms of your enrolment agreement. Please review the “Extenuating Circumstances” section of the Student Handbook for further information regarding your rights and obligations under your contract.

Please note that no refund of fees will be granted if your enrolment is withdrawn, cancelled, or discontinued. Should this occur, NHFA will provide you with a written explanation detailing the reasons for the decision and notify any relevant regulatory or funding bodies as required.

If your enrolment is terminated for any reason before completing your qualification, you may request a formal Statement of Attainment at no additional cost, provided all fees for the relevant units have been paid in full.

Payment Plan

NHFA offers one payment plan option to manage course fees.

Debit Success Payment Plan

Students who choose this option agree to make regular weekly or fortnightly payments as per the agreed schedule until the full balance is paid.

- Additional fees apply (set by Debit Success) and may vary depending on the contract duration and payment schedule.
- Fees apply whether the contract is completed early or over the full term.
- Students may increase payments at any time, but cannot reduce them below the minimum amount stated in the contract.

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- Lump sum payments can be made in addition to regular payments.
 - Changes to the payment schedule must be arranged directly with Debit Success.
 - Dishonour fees apply for late or failed payments.
 - AQF certification will be issued once you have been assessed as meeting all requirements of the training product and all agreed fees are paid in full.

Assessments

All participants are entitled to two (2) resubmissions for reassessment at no additional cost. If competency is not demonstrated after two reassessment attempts, participants are encouraged to consult with their trainer to explore further opportunities for completing their qualification. Additional assessment submissions beyond the initial two attempts will incur a fee of \$350 per attempt.

The issuance of Statements of Attainment or Certificates is contingent upon full payment of all course fees. Participants who complete course requirements ahead of the scheduled completion date may receive their Statement of Attainment or Certificate upon completion, provided all fees have been fully paid. If fees remain unpaid, issuance will be delayed until all outstanding payments are resolved.

Make-Up Sessions

NHFA expects 100% attendance at all scheduled sessions. If you miss a session, you must request a make-up session.

- Your first make-up session is free. Subsequent make-up sessions are \$50 per session (management discretion applies).
- You may complete a maximum of three make-up sessions during your course (approval for more than three only where pre-arranged).
- Fee reductions/waivers may be considered where the absence was unavoidable (e.g., significant illness with evidence) or the make-up was pre-arranged (evidence required).
- Requests are assessed based on upcoming session availability and trainer capacity.
- Submit your request by emailing admin@nhfa.edu.au.

Note: If you advise NHFA you cannot attend after the scheduled session without prior notice and cannot provide supporting evidence, the make-up fee will not be waived.

Course Transfer Policy

Transfers between NHFA courses may be considered as part of a deferment where appropriate and approved. Standard deferment fees and limits apply (see Deferments).

Payments made by a participant (including deposits and other fees) remain non-transferable to other individuals or entities, including deceased or bankrupt estates.

Cancellation Policy

Students may request to withdraw from their studies at any point throughout their program. To request a withdrawal, students must email Administration at admin@nhfa.edu.au before submitting the Withdrawal Application form.

If an event may impact your progress or completion, you must inform NHFA promptly and consider a deferral or extension before requesting cancellation.

If you withdraw or discontinue, you remain liable for the full course fee. If you are on a payment plan, instalments must continue until paid in full; any scheduling changes must be arranged directly with Debit Success (changes do not reduce the total payable). Nothing in this policy limits your rights under the Australian Consumer Law.

If you later wish to resume study, you may need to re-enrol under current fees and timelines (see Re-Enrolment Policy).

Deferments

If circumstances significantly impact your ability to continue, you may request to defer your enrolment to a future intake/start date.

- Fee: \$300 per deferment (management discretion applies).
- Limit: Maximum of two deferments per enrolment.
- A deferment may be required if you miss three or more scheduled sessions. NHFA may require a deferment where attendance/engagement requirements are not being met.
- Automatic deferment may apply if planned absences (e.g., holidays) were not disclosed at enrolment and lead to missed sessions, or if there are three or more absences without evidence/communication.

- How to apply: Submit the Variation to Enrolment (VOE) Form via the student portal or email with supporting evidence.
- NHFA will notify you of the outcome within 10 business days. Fee waivers/reductions may be requested with evidence; decisions are reviewed by the CEO or delegate within 10 business days.

Typical deferment periods are up to 3 months (longer only in exceptional circumstances). Evidence (e.g., a medical certificate) is required, particularly when requesting a fee waiver.

Extensions

If you need more time without deferring or re-enrolling, you can request an extension before your original completion date.

- Fees: 1-month \$150; 3-months \$300; 6-months \$525 (management discretion applies).
- Requests must be made before the original completion date and will be reviewed based on your progress and justification.
- Each individual extension is capped at 6 months; you may purchase multiple extensions up to a maximum total of 12 months per enrolment.
- Fee waivers/reductions may be considered for unavoidable circumstances (e.g., significant illness with evidence) or pre-arranged valid commitments (evidence required).

To request an extension, email admin@nhfa.edu.au with your reasons and supporting evidence.

Re-Enrolment Policy

Re-enrolment may be offered within 12 months of your original end date where your enrolment has expired, your attendance/engagement has been insufficient to meet competency, or other options (extension/deferment) are not suitable or have been exhausted.

- Costs: \$300 administration fee + \$500 per qualification re-enrolled into.
- Re-enrolment is available if you have withdrawn, been cancelled, or did not complete your previous enrolment; completed competencies will be honoured via Credit Transfer where evidence is on file.
- NHFA will ensure you are fully informed of requirements, timelines and costs before proceeding.
- To start a re-enrolment request, email admin@nhfa.edu.au.

Re-enrolment will not be offered if you could complete through an extension or deferment, or if you have previously re-enrolled and again failed to maintain engagement without a valid reason.

Extenuating Circumstances

Sometimes life happens. Extenuating circumstances are rare, significant events outside your control that occur after the cooling-off period and materially prevent you from studying for a sustained time. Most outcomes are an extension, deferral or payment adjustment. Refunds are rare.

What doesn't qualify

The following reasons are not considered legitimate for consideration of extenuating circumstances and will not lead to a refund or waiver of future fees due:

- Change of mind or wanting a different provider/delivery mode
- Work/roster/income changes, reduced study time or personal priorities
- Change in your employment status
- Changes to your personal circumstances relating to your financial situation
- Pre-existing medical condition without significant deterioration after enrolment
- Moving house, travel or holidays
- Pregnancy (normal, uncomplicated) or ordinary parenting responsibilities
- Not attending, not progressing, or not finishing by the end date

What may qualify

- Serious medical condition or injury that starts after enrolment, or a significant worsening of a pre-existing condition, that stops you from studying for a sustained period
- Severe financial hardship (new and unexpected) showing inability, not unwillingness, to pay
- Bereavement (immediate family) causing short-term incapacity
- Natural disaster or declared emergency directly affecting you (e.g., home uninhabitable)

Note: Routine life events and general financial pressure are not extenuating. Extenuating relief usually means extra time or a new plan, not a refund.

Evidence checklist (send with your request)

Please complete the Application for Withdrawal of Enrolment Form and attach the following documentation:

Reason	Examples of evidence	Must show
Medical	Medical certificate detailing diagnosis, impact on study and dates; hospital admission/discharge; specialist letter; workers comp/accident docs (if relevant).	Current, provider details, and the period you can't study.
Financial hardship	Bank statements (last 60 days), recent payslips, Centrelink letter, redundancy/termination, rent arrears/eviction, utility disconnection, court/insolvency letters.	Genuine inability to pay (not preference).
Bereavement	Death certificate, funeral notice/order of service, statutory declaration on relationship and impact.	Event within the last 60 days.
Disaster/Emergency	Insurance assessment, government disaster support, council notice, police report.	Direct impact; within 90 days.

What we may offer

If your evidence is verified, we may provide:

- Fee-free extension (typically up to 6 months)
- Modified payment plan with new dates
- Short payment hold (up to 14 days)
- Deferral/temporary suspension (if feasible)
- *All other variations to enrolment are at the discretion of the NHFA CEO or delegate

How it works

1. Complete the Application for Withdrawal of Enrolment Form
2. We review within 10 business days (we might request more info).
3. We send you a written decision with any conditions.
4. If approved, follow the revised dates or payment plan.

Competency-Based Training and Assessment

Participants enrolled in training programs leading to a Statement of Attainment or Certificate are required to complete assessments to demonstrate competency. Competency-based assessment involves gathering evidence to confirm that participants possess the necessary skills and knowledge as outlined by the unit requirements.

Assessment methods may include, but are not limited to:

- Written and/or oral assessments
- Practical demonstrations
- Completion of case studies and related activities
- Development of a portfolio
- Submission of work samples
- Third-party reports

Participants will receive feedback on all assessment activities. Competency-based assessments do not utilise a grading scale. Instead, participants are assessed as either “Competent” or “Not Yet Competent” based on their performance against the required criteria.

For participants enrolled in the combined SIS30321 Certificate III in Fitness and SIS40221 Certificate IV in Fitness, access to SIS40221 Certificate IV assessments will only be granted upon the successful completion of all SIS30321 Certificate III assessments and achievement of competency.

Credit Transfer

You may be eligible for a Credit Transfer if you have previously completed training with a Registered Training Organisation (RTO). Credit Transfer can be granted for individual units or an entire Certificate level, depending on eligibility. The following factors are considered when assessing Credit Transfer applications:

1. The currency of the Qualification or Statement of Attainment.
2. Alignment of the previous training to the current training requirements.
3. Verification that the training was undertaken with an RTO.

If you believe you may be eligible for a Credit Transfer, you will need to provide one of the following:

- The original Statement of Attainment or Certificate for verification by your trainer.
- A copy of the Statement of Attainment or Certificate.
- A certified copy of the Statement of Attainment or Certificate, signed by a Justice of the Peace (JP).

Important Information for SIS30315 Certificate III Holders

If you have previously completed the SIS30315 Certificate III in Fitness, you may be eligible for credits towards the entry requirements for the updated SIS40221 Certificate IV in Fitness. Although the units from the old Certificate III have been superseded, they can still be recognised to fulfil the entry requirements for the new Certificate IV.

If you have previously completed your Certificate III in Fitness and want to explore your opportunities to fast-track your way into Certificate IV, please contact an NHFA Course Advisor or Admin Team member. They will assist you in reviewing your completed units, identifying any additional requirements, and planning your path forward.

Provide First Aid (HLTAID011)

HLTAID011 Provide First Aid is a core unit of the Certificate III in Fitness. NHFA does not deliver this unit. You must complete it independently with another RTO at your own cost. A partner discount code and booking link are available inside the LMS once you gain course access (use of the partner is optional).

You must hold HLTAID011 before NHFA can issue your Certificate III and before you can access Certificate IV in Fitness. If you do not complete HLTAID011, access to Certificate IV will not be granted.

After you complete the unit, you must submit your Statement of Attainment within the submission area in the Provide First Aid module of the LMS. Submissions by email are not accepted. NHFA will verify and record the credit transfer; allow up to 10 business days for processing.

Evidence must clearly show HLTAID011 Provide First Aid issued by an Australian RTO. If you cannot provide the Statement of Attainment, an authenticated USI VET Transcript showing HLTAID011 is acceptable. Your name must match your USI; NHFA may verify authenticity.

External provider fees are paid by you and are not reimbursed. Credit transfer at NHFA is free. If evidence is incomplete or incorrect, processing will be delayed, and Certificate IV access may be withheld until it is resolved.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a formal process that acknowledges skills and knowledge acquired through prior experiences, including:

- Life experiences
- Previous formal education and training
- Employment history
- Recreational or personal interests

RPL may allow you to gain credit for part or all of your intended course of study, depending on your previous learning and experience. To learn more about the RPL process and how to apply, please contact your Course Advisor for guidance and support.

Access to Participant Records

Participants may request access to their training records to review completed work, track progress, or for other purposes. To arrange access, please contact our team at admin@nhfa.edu.au to schedule a convenient time to view your records.

Please note that no third party will be permitted to access participant files without the participant's explicit written consent.

Release of Contact Details and Information

ASQA conducts regular audits to ensure Registered Training Organisations comply with National Standards and provide quality training. These audits review policies, procedures, record-keeping, and practices.

ASQA may contact past and current Participants for interviews to confirm compliance and service quality.

Upon request, the National Health and Fitness Academy must provide ASQA with:

- Contact details, including address, phone numbers, and email.

For audits, complaints, or appeals, ASQA may also request access to Participant files to verify compliance with regulations and standards.

Change of Personal Details

If you change any personal details, please notify us by email at admin@nhfa.edu.au.

This includes changes to your address, surname, or phone number.

Complaints and Appeals

The National Health and Fitness Academy is committed to providing high-quality service. Participants who have a complaint or wish to appeal an assessment result should follow the processes outlined below.

Complaints

A complaint is a formal expression of dissatisfaction with any aspect of NHFA's operations or services. This may include concerns about:

- Enrolment
- Training delivery
- Training and/or assessment, including Recognition of Prior Learning
- Any activities related to training and assessment services
- Issues such as discrimination, harassment, or participant amenities

Complaint Process

1. **First Instance:** Participants are encouraged to speak directly with their Trainer.
2. **Second Instance:** If unresolved or uncomfortable discussing with the Trainer, the Participant should submit a complaint in writing to the Director.
3. **Third Instance:** If the matter remains unresolved, an independent third party may be involved, such as a legal representative or an anti-discrimination board.

Participants will receive a written response within 15 working days of a decision. If the response takes longer than 60 days, the complainant will be notified in writing with an expected resolution timeline.

All complaints must be documented using the Complaint Form, even if resolved informally.

If unsatisfied with the outcome, Participants can escalate the complaint to the Australian Skills Quality Authority (ASQA) by submitting a complaint form at: [ASQA Complaints](#).

Appeals

An appeal is a formal request to review an assessment decision when a Participant believes they have been unfairly deemed **Not Yet Competent**.

Grounds for Appeal

- Lack of clear information about the assessment process
- Participant's needs not considered
- Assessment process differs from what was outlined
- Assessment not based on Training Package/Unit of Competency requirements
- Inappropriate assessment methods used
- Trainer/Assessor bias or incompetence
- Faulty or inadequate assessment tools or facilities

Appeal Process

1. **Step 1:** Discuss the issue with the Trainer/Assessor within 10 working days of receiving the result.
2. **Step 2:** If unresolved, submit a written appeal to the Director within 5 working days of Step 1, using the Assessment Appeals Form - Part A.
3. **Step 3:** A different Assessor will review the appeal, and the Participant will receive a decision within 10 working days.
4. **Step 4:** If unsatisfied, the Director will review the appeal. If necessary, a panel will be convened to reassess the case. A final decision will be provided within 10 working days. If a response takes longer than 60 days, the Participant will be informed in writing with an expected resolution timeline.
5. **Step 5:** If still unsatisfied, the Participant may contact ASQA by submitting an appeal form at: [ASQA Complaints](#).

Results

All Participants will receive their Assessment feedback and result within 14 business days of Submission.

Upon the completion of a Qualification or Unit of Competency, National Health and Fitness Academy will issue Statements of Attainment/ Certificates within thirty (30) calendar days electronically.

Re-Issuing a Certificate or Statement of Attainment

If your Certificate or Statement of Attainment is lost or damaged, you can request a re-issue by:

1. Completing the Certificate Reissue Form (upon request from the Administration team at admin@nhfa.edu.au)

Please note that all re-issues are digital copies only.

Feedback

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. We encourage all Participants to provide feedback at any time. If you have comments or suggestions, please contact us.

Advanced Courses (Non-Accredited)

Applies to:

- Certified Nutrition Coach
- Business Mentorship Program

Offered as standalone courses or as add-ons/bundles with Certificate III/IV in Fitness.

Important Notices

- These courses are not nationally recognised training and do not lead to an AQF qualification or Statement of Attainment.
- NHFA will issue a Certificate of Completion for professional development purposes only (this is not an AQF document).
- Completion of these courses does not guarantee employment, licensing, or industry registration.

Access Period and Completion Timeframe

- You will receive 12 months of access from the date/time NHFA issues your enrolment confirmation email (Australia/Brisbane time).
- At the end of the 12-month period, course access will be disabled. Plan your study to complete within this timeframe.

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- Extensions, deferrals or transfers are not ordinarily available for advanced courses (see “Deferrals, Transfers and Extensions” below).

Fees and Payment

- Fees are published at the point of sale. Payment may be up-front or via NHFA’s approved payment plan provider (Debit Success).
- If paying by instalments, you authorise Debit Success to deduct payments per your contract. Dishonour/variation fees may apply.
- Enrolments are not transferable to another person.

Cooling-Off and Refunds (Advanced Courses)

- A 7-day cooling-off period applies from the enrolment confirmation (Australia/Brisbane time).
- If you cancel within 7 days, a \$500 enrollment administration fee applies. NHFA will refund any amount paid minus \$500.
- If you cancel after 7 days, you are fully liable for the total course fees and no refund is payable.
- Accessing course materials during the cooling-off period does not remove your right to cancel within 7 days; the \$500 admin fee still applies.
- This policy operates in addition to your rights under the Australian Consumer Law.

How to Cancel (Cooling-Off)

Email admin@nhfa.edu.au with subject “Advanced Course Cooling-Off Cancellation” and include your full name, course name, and purchase date. Requests must be received by 11:59pm Australia/Brisbane time on day 7.

Financial Liability (After 7 Days)

- After the 7-day period, you are liable for the full course fees.
- If on a payment plan, instalments must continue until the total amount is paid. Any schedule changes must be arranged directly with Debit Success per your contract (changes do not reduce the total payable).
- Extenuating circumstances: If you experience serious, unforeseen events (e.g., major illness or bereavement), you may request a case-by-case review within your withdrawal application form. NHFA may offer limited options such as payment schedule adjustments or a temporary access

pause; these measures do not waive or reduce the total fees payable after day 7 unless required under the Australian Consumer Law.

Bundles with Certificate III/IV in Fitness

- Advanced courses purchased in a bundle are commercially separate from the nationally recognised components.
- Cancelling only the advanced course within 7 days: refund equals the amount you paid for the bundle minus (a) the published standalone price of the accredited component(s) you are keeping and (b) the \$500 admin fee.
- After 7 days: you remain fully liable for the advanced course fee component of the bundle. Accredited components continue under the standard NHFA policies for nationally recognised training.
- Cancelling, deferring, or extending an accredited enrolment does not automatically cancel or pause an advanced course.

Deferrals, Transfers and Extensions (Advanced Courses)

- Advanced courses are designed for flexible, self-paced access and are not ordinarily eligible for deferment, transfer, or extension.
- Where compelling circumstances exist, NHFA may, at its discretion, consider a variation (fees will apply); any approval does not alter your financial liability after day 7.
- Transfers to another individual are not permitted.

Conduct, Academic Integrity and Support

- All students must follow NHFA's Code of Conduct and Academic Integrity rules.
- NHFA provides reasonable learning support, contact admin@nhfa.edu.au for access or referrals.

Certification and Records

- On successful completion of the advanced course requirements (as advertised), NHFA will issue a Certificate of Completion.
- Certificates of Completion are not AQF documents and must not be used to claim national recognition or credit transfer toward an AQF qualification.

Contact

For questions about fees, cancellations, access, or course logistics, email admin@nhfa.edu.au.

Relevant Legislation

Work Health and Safety Act 2011

This Act provides a framework for managing health and safety risks in Australian workplaces. Its goal is to prevent workplace-related fatalities, injuries, and illnesses by reducing exposure to risks. All organisations must comply with this Act, regardless of their services or products.

[More information](#)

Industrial Relations Act 1988

This Act establishes a framework for industrial relations that supports economic prosperity and social justice.

[More information](#)

Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the

<http://www.privacy.gov.au>

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes.

[More information](#)

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards.

[More information](#)

Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991

- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality.

[More information](#)

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe marketplace. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services.

[More information](#)

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.

[More information](#)

Children, Youth and Families Legislation

- New South Wales Children and Young Persons (Care and Protection) Act 1998
- Queensland Child Protection Act 1999
- South Australia Children's Protection Act 1993
- Victoria Children, Youth and Families Act 2005
- Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislation are:

- to provide for community services to support children and families, to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of, offences

[More information](#)