



STUDENT HANDBOOK



Kia ora - Hello!

Welcome to Fit Futures Academy—your ultimate gateway into the fitness industry. Congratulations on taking the first step toward unlocking your potential and achieving your career aspirations. Our globally recognised fitness education program is designed to help you learn, train, and grow. We'll equip you with essential skills in fitness, business, and marketing, preparing you for what comes next—because what's next will redefine your future. This course will cultivate your ambition, providing you with the roadmap, qualifications, and industry connections needed to reach your goals. Every step of the way, you'll have the support of your dedicated personal tutor and our team of industry experts.

We can't wait to see all that you'll accomplish!



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YOUR HANDBOOK

This student handbook is simply a guide to help you whilst studying at Fit Futures Academy. It outlines what we expect from you and what you can expect from us, ensuring a clear and supportive learning journey.

At Fit Futures Academy, we take pride in shaping dedicated and professional graduates—values reflected in both our students and staff. By enrolling in this course, you are training with one of the industry’s leading private providers of fitness education, gaining industry-relevant skills that directly align with job opportunities in the field.

Inside this handbook, you’ll find everything you need to understand your responsibilities, meet course expectations, and make the most of your time with us. Use it as a resource to stay informed, stay on track, and set yourself up for success in the fitness industry.



This induction is the first step in your learning journey. Your assigned tutor will introduce you to the course, answer any questions, and guide you to help develop a study plan tailored to your lifestyle.

This will help you gain a clear understanding of each module, estimated completion times, and assessment deadlines. This approach will help you manage your workload effectively and stay on track.

You will also determine your course completion timeline—whether within 3 to 6 months or the full 12 months.

Based on the above, you will receive an assessment plan with set weekly deadlines. It is essential to follow this timeline, as modules must be completed in sequence before progressing further. Assessments will only be marked once previous requirements are met.

To support you, we use the Individual Learning Plan (ILP), an academic tool designed to assist students who may fall behind. Your tutor will work with you to establish realistic assessment goals, ensuring you stay on course to successfully complete your qualification.

We aim to provide you with the knowledge and skills necessary for a successful career in the fitness industry.



TERMS & CONDITIONS

These terms and conditions were included in your enrolment form and agreed upon at submission. For any questions, please contact us.

Administration Fee

A non-refundable administration fee of \$495.00 applies to all course withdrawals or cancellations, regardless of the study option chosen. This fee is included in the total course cost and is not an additional charge. It covers expenses such as marketing and promotional spend, online access setup, web hosting, database management, tutor allocation, initial support, and payment arrangement processing. The fee applies once an enrolment form has been submitted along with a completed direct debit payment authority form, credit/debit card payment, Q Card payment, or bank transfer.

Cooling-Off Period

Students who withdraw from their course within seven (7) days of the official start date are eligible for a refund, minus the \$495.00 administration fee.

Course Withdrawal (After Seven Days)

If you wish to withdraw from your course after seven (7) days, you must contact Fit Futures Academy in writing, via email. For online students, the enrolment date is the same as the start date. The start date is determined by the completion of the enrolment form along with a direct debit payment authority form, credit/debit card payment, Q Card payment, or bank transfer. If a student withdraws from the online course after seven (7) or more days after the start date, they will be liable for the full course fees, regardless of whether they have accessed the course materials.

For on-campus students, the enrolment date is the date on which the direct debit payment authority form, deposit is taken, or, prepayment is made.

- If a student withdraws from the on-campus course after the 'enrolment date', and prior to the 'start date', they will be refunded any monies paid, less the administration fee.
- If a student withdraws from the on-campus course in the first week from the 'start date', they will be refunded any monies paid, less the administration fee. This is regardless of class attendance or online course access.
- If a student withdraws from the on-campus course after week one (1) from the 'start date', they will be financially liable for the course fees. This is regardless of class attendance or online course access.

For on-campus students, enrolment date is the date on which the direct debit payment authority form, deposit is taken, or, prepayment is made.

Refund Policy and Extenuating Circumstances

A refund will be issued if Fit Futures Academy cancels an on-campus course before formal classes begin. Students are not eligible for a refund if they have attended in-person lectures, completed online learning modules, or choose not to complete the required assessments for course competency. Students seeking to withdraw after week one (1) from the course start date due to extenuating circumstances, may apply for a partial refund, subject to management's discretion. A refund minus the \$495.00 administration fee and 10% of course fees may be granted upon submission of comprehensive and satisfactory supporting documentation. The extent of study completed and tutor support received before withdrawal will also be considered.

Extenuating circumstances refer to significant, unforeseen events that impact a student's ability to continue their studies, such as:

- Serious illness/accident, or severe psychological impairment
- Bereavement; Significant circumstances involving the health or well-being of a family member who the student supports
- Service in the New Zealand Armed Forces
- Exceptional circumstances beyond the student's control (e.g. natural disaster, victim of significant crime, etc).

The following would not be considered as extenuating circumstances for a refund:

- Lack of time management
- Change in work hours or employment status
- Change in residence
- Temporary illness or medical issue, pregnancy, a change in relationship
- Non-disclosure of a long-term medical condition at enrolment
- Once a refund has been approved it will be processed and paid on the 20th of the following working month



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Verifiable supporting documentation detailing the reason for withdrawing due to extenuating circumstances must be supplied. Examples of supporting documentation are as follows:

- Medical certificate detailing the condition or accident that has been suffered and how it affects the student. Generic terms such as 'illness' or 'not fit for study' will not be accepted
- Death certificate/notice with evidence of their connection to you
- Letter from police, lawyer or employer which details trauma experienced

Course Fees and Payment Policy

- Can be paid in full by debit or credit card over the phone
- Can be paid in full by direct credit/bank transfer following an invoice from us
- Can be paid by a payment plan, by submitting a completed direct debit payment authority online form with us

Payment Plan & Course Transfer Policy

Students on a payment plan must ensure sufficient funds are available in their nominated account. Requests for payment suspensions must be submitted in writing via email and will be reviewed on a case-by-case basis at the discretion of Fit Futures Academy management. Students who fall behind on payments and are referred to a third party debt collection agency, will be suspended from the course until all outstanding fees are cleared and payments are up to date.

Course Transfer

Students unable to continue their current study format (on-campus class or online) may apply for a course transfer. Transfers due to extenuating circumstances will be considered at the discretion of Fit Futures Academy management, based on individual circumstances and course availability. If a transfer is approved, any fee differences will be adjusted on a pro-rata (cost-per-module) basis, with the student responsible for any additional charges or eligible for a refund if applicable. A student may transfer only once during their time at Fit Futures Academy. Course transfers to another person are not permitted.



Course Assessment Requirements

Attendance & Participation

On-campus students must attend at least 80% of all classes, lectures, and additional workshops (if applicable). Course schedules, including dates and time-frames, will be provided before the course begins and reviewed during induction.

Both online and on-campus students are required to attend a Module 13 weekend workshop as part of their graduation requirements. These workshops take place at various locations across New Zealand. Students unable to attend in person must arrange an online practical assessment with their tutor via Skype, FaceTime, Zoom, or a similar platform.

Assessment Process

- Booking an assessment: Multiple assessment days are available throughout the year. Students must contact their tutor to schedule a date.
- Cost: There is no charge for attending a workshop or completing an online assessment.
- Reassessment: Students who do not pass must arrange a reassessment with their tutor at a mutually agreed time. A \$100 reassessment fee applies.

Optional Workshops

Fit Futures Academy may offer additional optional workshops for online students. These are not part of the core curriculum but provide extra learning opportunities. These workshops are held in various locations based on student interest and require an additional fee to attend.

Course Completion & Grading

On-campus students must meet the 80% attendance requirement and complete all coursework and assessments within the agreed course duration. Failure to do so will result in a "Not Yet Competent" grade. On-campus students who do not complete their coursework within the agreed course duration will have an additional three months to re-enroll in the online course free of charge to successfully finish their studies. If they are still unable to complete the course within this period, they may apply for an extension. Online students are given 12 months to complete their course. Failure to do so within this time-frame will result in a "Not Yet Competent" grade. Students who require additional time can apply for an extension.



Course Extensions

Extensions are only granted in cases of extenuating circumstances, which refer to significant and unexpected situations that impact a student's ability to complete their course. Examples include:

- Serious illness, accident, or severe psychological impairment
- Bereavement, or caring for a family member with serious well-being concerns
- Participation in representative sports or cultural activities (communicated ASAP)
- Service in the New Zealand Armed Forces
- Exceptional circumstances beyond the student's control (e.g., natural disasters, significant crime victimisation)

Circumstances Not Considered for Extensions

Extensions will not be granted for:

- Poor time management
- Changes in work hours or employment status
- Temporary illness or minor medical issues
- Change in residence or relationship status
- Pregnancy
- Non-disclosure of a pre-existing medical condition at enrolment

Supporting Documentation

Students must provide verifiable supporting documentation to justify their extension request. Examples include:

- Medical certificate with specific details of the condition and its impact on study (generic terms like "illness" or "not fit for study" are not accepted)
- Death certificate or notice with proof of relationship
- Letter from police, lawyer, or employer outlining the trauma experienced

Extension Process & Fees

- Extensions are granted at management's discretion, one month at a time, for a maximum of three months.
- The first extension request must be made no earlier than two weeks before and no later than four weeks after the course expiry date.
- Additional extensions (up to two more) must be applied for before the current extension expires.
- Each extension requires the completion of an Individual Learning Plan (ILP) with a tutor, outlining achievable goals for the month. If further extensions are needed, management will review whether these goals were met before granting approval.
- Extension fee applies.



TERMS & CONDITIONS

Extension Activation

- If an extension application is approved and paid before the course expiry date (no earlier than two weeks prior), the extension will begin from the expiry date.
- If an extension application is approved and paid after the course expiry date (no later than one month after), the extension will begin from the date payment is received.

Course Re-Enrolment

Students who did not complete their course may re-enrol between one (1) to twelve (12) months after their original course expiry date.

- Re-enrolment includes:
 - Any incomplete or unattempted modules from the previous enrolment.
 - Course fees calculated on a per-module basis, based on the current course fees divided by 13 modules.

On-campus Course Re-Enrolment

- Students re-enrolling into an on-campus class (regardless of their previous study format) must attend from the beginning of the course.
- The standard completion time-frame applies:
 - Three additional months of online study (if needed, free of charge)
 - Students starting after week one (1) OR re-enrolling into an on-campus class (regardless of their previous study method) are still required to complete 80% of the practical sessions regardless of a late start. (unless specified by Fit Futures Academy management).

Online Course Re-Enrolment

- Completion time is based on one month per module enrolled.
 - Example:
 - 3 modules = 3 months
 - 9 modules = 9 months



Course Termination & Completion

Course Termination

Students must complete their course within 12 months of enrolment or within an approved extension period granted in writing by Fit Futures Academy. If the course is not completed within this time-frame, Fit Futures Academy may terminate enrolment. In such cases, no refunds will be issued.

For extension requests, students must contact Fit Futures Academy.

Course Completion

Students who successfully complete all coursework, assessments, and attendance requirements will graduate with a 'Competent' (Pass) grade and receive their certified qualification.

Students who do not meet these requirements will receive a 'Not Yet Competent' grade and will be unable to graduate.

REPs NZ Recognition

Upon course completion, student work will be moderated by a third party and Fit Futures Academy will then process your registration with REPs NZ and issue your qualification.

Additional Graduation Requirements:

- Completion of a self-funded, relevant first aid course
- Residency in New Zealand throughout the course
- A New Zealand address to receive certification

Note: Course certification and transcripts will only be issued once all competencies are met and all outstanding fees are paid in full.



[Student Information & Policies](#)

[Updating Contact Details](#)

Students must notify Fit Futures Academy immediately of any changes to their phone number, email, or mailing address to ensure effective communication during their studies. Failure to do so may impact course updates and important notifications.

[Recognition of Prior Learning & Cross Credits](#)

Fit Futures Academy may offer (RPL) recognition of prior learning. However, this is at the sole discretion of our Head Of Education. RPL reviews require supporting evidence in the form of a fully completed academic transcript and graduation certificate demonstrating that a student has already obtained the knowledge required to match the current training package. Cross credits may be considered for courses completed through a REPs registered training organisation in New Zealand.

[Privacy Policy](#)

Fit Futures Academy adheres to the Privacy Act 2020 and is committed to protecting student privacy. Personal information may be used for:

- External auditing purposes
- Sending information on courses, services, or workshops (including those offered by partners)
- As part of enrolment, students acknowledge that some course-related materials may be used for marketing or advertising

[Student Handbook](#)

Students are responsible for reading and understanding the Fit Futures Academy Student Handbook, which is also available on the student learning platform.

[Changes to Terms & Conditions](#)

Fit Futures Academy reserves the right to modify its terms and conditions at any time.



Your Rights as a Student

As a student at Fit Futures Academy, your rights are protected under New Zealand education legislation. You are entitled to:

- Fair and respectful treatment from all students and staff.
- A harassment-free environment, without victimisation or discrimination.
- A safe and supportive learning space, with minimised health and safety risks.
- Privacy protection, with access to the personal information we hold about you.
- A fair and confidential complaints process, handled promptly and without repercussions.
- The right to appeal procedural or assessment decisions.
- High-quality training, assessment, and support services tailored to your needs.
- Clear and accurate course information, including training and assessments.
- The ability to provide feedback on our services, training, assessments, and support.

Your success is our priority, and we are committed to ensuring a positive and professional learning experience for all students.

Your Responsibilities as a Student

Your success at Fit Futures Academy depends on your dedication and commitment. As a student, you are expected to:

- Adhere to the guidelines outlined in this handbook.
- Provide accurate and up-to-date information when requested.
- Notify Fit Futures Academy of any changes to your contact details.
- Engage fully in your course and demonstrate a strong commitment to learning.
- Complete all assessments, assignments, and tasks with integrity, avoiding plagiarism.
- Maintain steady progress in line with your study plan.
- Prepare thoroughly for workshops and assessments.
- Ensure agreed payments are met, if applicable, as per your payment agreement.
- Communicate promptly if you experience difficulties or an inability to attend workshops.
- Schedule time outside of your Campus Hours for additional study and include background reading to support your lessons and notes. By committing to your studies and taking responsibility for your learning schedule, you will maximise your own success.



Code of Practice

At Fit Futures Academy, we are committed to upholding high standards in education and training. Our Code of Practice ensures that:

- Comprehensive education is provided, with both general and vocational learning.
- Proper registration and compliance with education regulations govern all courses.
- Policies and procedures meet legislative requirements for administration, delivery, and assessment.
- Facilities and resources are fairly and equitably available to all students.
- Student concerns are addressed, with access to guidance and support.
- Assessments are competency-based, incorporating group work, practical tasks, and oral, written, or video assessments.
- Qualified trainers and assessors hold relevant credentials, such as a Certificate in Personal Training (Level 4), a Bachelor's degree or higher in a related field, and/or current industry experience.

Access, Equity, and Admission

We promote equal opportunity in all programs, ensuring access regardless of gender, culture, language, race, location, socio-economic background, or disability.

Training and Assessment

Students will receive the necessary training and support to successfully complete the Certificate in Personal Training. To graduate, students must:

- Complete all assignments and assessments to a satisfactory level.
- Submit work according to instructions and within specified time-frames.
- Meet all course requirements as outlined during enrolment and training.

Fit Futures Academy is responsible for delivering high-quality training and assessment, as well as issuing certifications upon successful course completion.

Commitment to Quality Improvement

Fit Futures Academy is dedicated to delivering high-quality education with a focus on continuous improvement. We actively seek and value feedback from students and industry professionals to enhance our services.

Student Support and Well-being

We recognise every student as an individual and provide guidance, support, and resources to help them achieve their goals.



Policies & Procedures

Fit Futures Academy complies with all current domestic and international legislation and regulatory requirements. As a New Zealand 'PTE' (Private Training Educator) operating in the Fitness Sector, we adhere to and comply with moderation and auditing processes as required by the Registry of Exercise Professionals (REPs), and Skills Active New Zealand.

Behaviour Expectations

We strive to create a supportive learning environment for both individual and group study. Students are expected to:

- Respect fellow students, staff, and online interactions.
- Engage in a professional and considerate manner.
- Avoid disruptive or offensive behavior that may affect group dynamics.

Disciplinary Action

Students must also maintain appropriate conduct during work experience, following the standards of their placement venue. Breaches of behavior may result in disciplinary action, including expulsion from the course without a refund. Management will determine if a student may re-enroll in the future.

Disciplinary Procedures

If a student's behavior is disruptive:

1. A verbal warning will be issued.
2. The Head of Education will be informed.
3. Management will review and document the case.
4. If behavior persists, the student may be removed from the course with no refund.



COMPLAINTS & APPEALS

Complaints & Appeals Policy

- Complaint: A student may file a complaint regarding policies, procedures, fees, or course delivery.
- Appeal: A student may request a re-evaluation of an assessment if they disagree with their result.

Students who have concerns regarding academic decisions, procedural matters, student behavior, or any issues affecting their course completion may submit a grievance or appeal to:

- The Head of Education
- The Graduation Manager

Complaints may be submitted in person, via email, or in writing. Fit Futures Academy will follow a structured process to address the issue.

Assessment Appeals

- Students may appeal an assessment outcome if they believe their work was not fairly assessed or if they have concerns about the assessment process.
- Where possible, students are encouraged to first resolve concerns informally by discussing the issue directly with the relevant individual, department, or service. If the complaint involves another person, that individual will receive a copy of the relevant documentation, including a completed complaint form (available from the Head of Education).



Formal Complaints Procedure

The formal complaints process will commence within 10 days of lodging the complaint:

- The student must submit a written complaint to the Head of Education, detailing the issue.
- The complainant will have the opportunity to formally present their case at no cost.
- A written record of the complaint will be maintained.
- A written statement outlining the outcome, including details and reasons, will be provided.
- If a student accesses the complaints and appeals process, their enrolment will be maintained while the issue is under review.
- If the appeal supports the student, Fit Futures Academy will take immediate corrective action and inform the student.
- Appealing a Disciplinary Action
- Students wishing to appeal a disciplinary action must do so in writing via email to the Graduation Manager.
- Tutors must not be approached directly during or after class, or via phone or email, regarding disciplinary appeals. Any violation of this may result in suspension from the course.
- Submitting an appeal does not guarantee that the disciplinary action will be overturned. Instead, it may lead to a mediation meeting with the Graduation Manager and/or Head of Education.



Management System

Fit Futures Academy upholds strong financial and administrative management practices through well-defined policies and procedures. We maintain a fair and transparent refund policy. Student records are securely stored, treated with confidentiality, and made available upon request. Additionally, Fit Futures Academy carries public liability insurance to support its operational requirements.

Marketing

Fit Futures Academy ensures that all marketing aligns with the Fair Trading Act 1986. Our promotional materials are accurate, and uphold the integrity of our brand. We are committed to providing clear, precise information without vague statements, misleading comparisons, or false claims about other providers or qualifications.

Student Recruitment

We recruit students ethically, responsibly, and equitably. The Certificate in Personal Training is open to all individuals interested in vocational training. Our courses are advertised through various channels, including online platforms, newspapers, radio, television, and industry expos. Interested candidates can inquire via phone or an online form. A careers advisor will guide applicants through the learning streams, qualification details, duration, and other key information. Recruitment at Fit Futures Academy follows strict ethical guidelines, ensuring compliance with qualification standards and curriculum requirements. We are committed to access and equity policies, ensuring a non-discriminatory process that promotes inclusivity. Our programs are designed with flexible delivery options to maximise participation, particularly for disadvantaged students.

Selection Process

Students are selected based on meeting the required entry criteria for their chosen qualification. Fit Futures Academy follows non-discriminatory selection processes, adhering to equal opportunity and anti-discrimination legislation.

Special Offers & Promotions

Occasionally, we provide special offers for course enrolments. Each student is eligible for only one offer per enrolment. Special offers introduced after a student has enrolled cannot be retroactively applied to an existing enrolment.



Course Withdrawal & Completion Period

- Students have one (1) year from enrolment to complete their certification. If a student fails to complete the course within this period, they must re-enrol and pay the associated costs as outlined in the course re-enrolment policy.
- Fit Futures Academy is not responsible for ensuring students complete their course or submit assessments on time.
- If a student remains inactive for six (6) months or more (i.e., no communication or progress), their enrolment may be subject to cancellation.

Inactive Status Due to Lack of Contact

If a student does not engage with Fit Futures Academy online, fails to respond to communications, or remains inactive without any contact, their enrolment may be marked as inactive. In such cases, the student will remain responsible for all associated costs, and no refunds or payment reductions will be issued.

Participant Registration

Fit Futures Academy requires all students to go through a registration and enrolment process. This process includes an overview of student services, relevant policies, behaviour expectations, and available facilities and programs. When accessing the online platform, students must read and accept all terms and conditions of study. These terms and conditions will be automatically sent via email to the address provided on the enrolment form upon submission.



Communication

Effective communication is essential at Fit Futures Academy, and we aim to direct you to the right person as efficiently as possible. Please use the following guidelines for your queries:

Student Support

- Your primary point of contact is your tutor. You can reach them by email at their or phone.
- If you're having trouble contacting your tutor, feel free to email the education department.
- For urgent assistance during business hours, please call 0800 99 88 98.



Business and Payment Information

Your satisfaction with the terms and conditions surrounding your course payments is important to us. If you have any questions or encounter issues with your payments, please reach out:

- For non-urgent inquiries, you can email us (response time up to 48 hours).
- For more urgent assistance during business hours, please call us.
- Please note: All payment plan arrangements are managed by our direct debit authority partner. For changes to your payment plan, please contact us so we can point you in the right direction for contact.



Work Health & Safety

First Aid and Incident Reporting

First aid facilities are available at all training locations. Any accidents or incidents must be immediately reported to the trainer or staff. A formal record of the incident must be documented as soon as possible by the staff involved.

Lifting and Safety Procedures

Students should refrain from lifting any training equipment or boxes of materials due to the risk of injury. Always follow the Work Health and Safety guidelines in place to ensure a safe environment and minimise risks to both trainers and students. If you have any injuries or medical conditions that may affect your ability to participate in training, please inform your trainer before the course begins so we can accommodate your needs appropriately.

Harassment, Anti-Discrimination, and Bullying

Fit Futures Academy is committed to fostering an environment where respect and inclusivity thrive. Victimisation, harassment, and discrimination in any form are strictly unacceptable. All participants have the right to be treated equally, irrespective of their job status, age, race, background, gender, sexual preference, marital or parental status, national or ethnic origin, religious or political beliefs, physical or mental impairment, social background, political opinion, trade union activity, criminal record, or medical history.

At Fit Futures Academy, every participant has the right to enjoy a training environment that is free from harassment, bullying, or discrimination of any kind. We promote acceptance and equality, ensuring that all participants are treated with fairness and respect.



The Issuing of Qualifications & Transcripts

Our courses are "Nationally Recognised Training" aligned with the standards set by REPs. Upon successful completion and demonstration of competence, a certificate will be issued within 30 business days. However, students will only receive their certificate or transcript after all course fees have been paid in full. If you require a replacement certificate or transcript, please contact our administration team. A charge of \$50 will apply for the re-issuance of each document. Fit Futures Academy will not issue any certificates or transcripts until all course fees are fully settled.



Language, Literacy, and Numeracy Policy

Fit Futures Academy understands the importance of English language, literacy, and numeracy (LLN) skills in effective training and workplace communication. We recognise that many adults may face challenges in these areas, which could impact their ability to fully engage in training. Our LLN policy ensures that all students are provided with the necessary support to succeed in their courses. Before enrolment, we assess prospective students' ability to meet the demands of our training programmes. If there are concerns about a student's English language skills, we may require an IELTS Test Score of 5.5 or higher as part of the enrolment process. We are committed to helping all students succeed and ensuring accessibility to our training courses.



Plagiarism

Plagiarism is the act of presenting someone else's work, ideas, words, interpretations, or creative outputs as your own. This can include published and unpublished materials, designs, music, images, photographs, computer code, and ideas developed in group work. These works may appear in both printed and electronic formats. In an academic setting, cheating refers to any dishonest action taken to make the assessor believe that your work authentically represents your understanding and abilities in the subject. Plagiarism is a form of cheating, where you copy another's work without crediting the original source. Fit Futures Academy has a zero-tolerance policy for plagiarism and cheating. If you are found guilty of either, you may face penalties.

Plagiarism includes, but is not limited to:

- Using notes or other resources during formal testing without permission
- Submitting someone else's work as your own, whether with or without their consent
- Turning in a completely copied assignment
- Taking work without the author's consent
- Allowing someone else to submit your work as their own
- Having multiple people contribute to a single assessment task and submitting it as individual work
- Using any part of someone else's work without proper acknowledgment, including web-based content
- Using exam solutions or materials from a tutor

If you are suspected of plagiarism or cheating, your tutor will investigate the issue to gather supporting evidence. If evidence of dishonesty is found, the tutor will notify the Head of Education and you will have the chance to respond. Based on the findings, the Head of Education may make one of the following decisions:

- Minor or unintentional offence: You may be asked to complete an alternative assessment or resubmit the assignment in its entirety.
- Serious offence: You may be deemed Not Yet Competent for the entire topic, requiring a resubmission of all assessments.
- No offence: No further action will be taken.

Repeated offences of plagiarism or cheating will result in exclusion from the current course and any future courses. In this case, all course fees will still be due.



THE GRADUATION PROCESS

The Graduation Process

After all the hard work, it's time to reap the rewards. Here's how the graduation process works:

Fee Finalisation

Your records will be reviewed to confirm that all course fees have been paid. Note: If there are any outstanding fees, your certificate will be withheld until they are paid. If you need confirmation of your completion, you can request a letter by email.

Completion Check

Your academic records will be reviewed to ensure all requirements are met, including the PT Client Time Portfolio and work experience. These will also be moderated by another tutor. Occasionally, if any components of the marking criteria were missed, you may be asked to resubmit assessments that were previously marked as competent.

Final Assessment

Once all records are confirmed, they will be sent to a third-party auditor/assessor for final evaluation, who will determine whether you are Competent or Not Yet Competent. During this time, you'll be required to complete a REPs registration form, which Fit Futures Academy will submit on your behalf.

REPs Registration

We will cover the cost of your first year of REPs registration. This registration must be completed upon course completion, not at a later date. To obtain your REPs registration, you must have a valid First Aid CPR Certificate if you plan to work in a REPs Registered Facility, or a First Aid (Level One) Certificate if you will not.

Certificate and Transcript Issuance

Your official certificate and transcript will be mailed to you along with your REPs registration details. Please allow up to 20–30 working days for the certificate to arrive after completing your course. You will receive your digital certificate by email first, followed by the hard copy. If you need the graduation process to be expedited, let your tutor know. Fit Futures management can fast-track graduation at their discretion.

Access to Course Materials

Once your graduation process is complete, you will no longer have access to the course material on the portal. Be sure to save any resources you need within three (3) working days.



Assessment Policy & Procedure

At Fit Futures Academy, each competency completed by a student requires a series of assessments, both written and practical. These assessments are designed to verify that the student can competently perform all elements and meet the performance criteria outlined in the curriculum. Students should always remember that these assessments are aligned with the specific requirements of the career or field they have chosen. Achieving competency in each assessment piece demonstrates readiness and eligibility to perform those tasks in the workplace.

Student Responsibilities:

1. Ensure that a copy of your work is saved before submitting it, so you can submit a second copy if requested. (This is your responsibility as a student.)
2. All written assessments must be submitted in typed form.
3. All evidence for an entire assessment must be submitted together. Individual files will not be accepted for marking.
4. All practical assessments must be observed and signed off by a Fit Futures Academy facilitator during the assessment process or on a specific testing day.
5. If you are unclear about any assessment expectations, contact your tutor immediately.

Assessment Submission:

Completed assessments should be submitted to Fit Futures Academy via the methods outlined below. You will be notified once your assessments have been marked. Please allow two (2) to three (3) weeks for marking. If you do not receive this notification, contact Fit Futures Academy via email.

Submission Methods:

- Electronic Upload:
 - Use the upload function in your student portal for each topic to submit your assessments for marking. Be sure to save a backup copy on your hard drive.
 - Check the size of your files and be mindful of upload times, especially for larger files, and ensure your broadband account can handle the data.
- Submission via Post:
 - If given special permission to submit via post, address your materials to:
 - Fit Futures Academy — Education Team
 - 34 Hurstmere Rd, Level 1, Back Office, Takapuna, Auckland 0622



We recommend using registered post or keeping another copy of your work at home in case of postal issues.



Failure to Attempt an Assessment Task:

Each module typically contains multiple assessment tasks. Students who fail to attempt an assessment task without a valid reason will receive a Not Yet Competent (NYC) result for the unit being assessed. This may impact your ability to complete the qualification. However, Fit Futures Academy recognises that there may be legitimate reasons why a student is unable to attempt an assessment task. If illness or other unforeseen (non-work-related) circumstances occur, students can apply for an alternative assessment or special consideration.

To be considered for special consideration, students must:

- Inform Fit Futures Academy as soon as possible, and no later than the day of the assessment; or
- Notify their educator/assessor at the time if they have attempted any part of the assessment; and
- Provide external, independent evidence, such as a doctor's certificate from a registered medical practitioner, a police report, or any other relevant documentation to support their application.

Assessment Marking Procedure

Fit Futures Academy aims to complete the marking of all assessments within 2 to 3 weeks of submission. Assessments will be graded as either 'Competent' or 'Not Yet Competent'. Students will receive notification of their results via automatic email from the online system. Results can also be viewed on the learning platform. If a student receives a 'Not Yet Competent' result for any assessment, they will be required to re-sit the relevant components or the entire assessment. Students may retake assessments as many times as needed. It is the student's responsibility to ensure their assessments are uploaded to the portal for marking by the assessor, whether for practical or written tasks.

Requirements to Achieve Competence

To be considered 'Competent', students must demonstrate proficiency in all required assessment tasks. Once all assessments have been successfully completed, the student will be issued a transcript detailing the competencies attained in their course.



Reassessment Procedure

Occasionally, students may not achieve a competent result for an assessment. Fit Futures Academy's approach is to support these students by helping them build the necessary skills and knowledge for reassessment. In exceptional cases, when a student faces difficulty in acquiring the required competencies within the course timeline, additional learning assistance will be provided, and a reassessment will be scheduled for a later date. As a general guideline, assessors will offer alternative arrangements for assessment within the available resources and time. The assessment process will always adhere to Fit Futures Academy's assessment policy. If alternative measures are exhausted and student counseling has been conducted, the student may be deemed 'Not Yet Competent.' All resubmission or reassessment tasks must still be completed within the designated time for each qualification.



ASSESSMENT APPEAL PROCESS

Assessment Appeal Process

If you feel that the assessment results you received do not reflect your performance or if you have concerns about the assessment marking procedure, you must submit your appeal within two weeks of receiving your results. Please follow these steps:

1. Request a Review: Contact your tutor to request a review of your assessment. This will help identify any potential errors or areas where you may have underperformed. You can do this via a phone call, or step 2 if necessary.
2. Schedule a Meeting: Arrange an appointment with your tutor to go over your assessment. This meeting may uncover any learning difficulties that were not previously identified. If needed, a verbal assessment could be arranged. If no solution is found, move to step 3.
3. Escalate to Head of Education: If the issue is not resolved after meeting with your tutor, the tutor will work with the Head of Education to seek a solution. This process may take up to 7 days. If an agreement is still not reached, proceed to step 4.
4. Minuted Meeting: The Head of Education may call a minuted meeting with the tutor, student, and any other relevant parties (such as parents) to find and implement a resolution.
5. Independent Mediation: If the matter remains unresolved, the student may seek the assistance of an independent mediator at their own expense to work towards a fair and reasonable solution.
6. Final Outcome: Fit Futures Academy will provide the student with a written statement detailing the outcome of the appeal process.



Additional Student Information — Practical Assessment Workshops

Practical assessments with a qualified Fit Futures Academy trainer and assessor will take place at either a Fit Futures Academy campus or an affiliated fitness facility. This is the moment where your hard work, study, and practical experience will be assessed to demonstrate your competence as a gym instructor or personal trainer. Further details on the practical assessment will be provided in your learning platform.

Workshop Dates:

Dates for these workshops will be released by the Head of Education in due time.

Cost of Practical Assessment:

Your first practical assessment session is free of charge. However, if you need to re-sit the assessment, there will be a fee of \$100. This fee is due at the time of booking to secure your spot in the one-day practical assessment workshop at Fit Futures Academy. This fee covers materials and tutor time. You must have all assessment tasks marked as 'Competent' before attending the Practical Assessment Workshop. If you are marked as 'Not Yet Competent' for any task 7 days prior to the workshop, your booking will not be confirmed, and it will be moved to the next available Practical Assessment Workshop.

Additional Workshops:

There will also be additional workshops that cover further material. These are optional and will explore topics not required to pass your course but will benefit your development as a personal trainer. The fees for these optional workshops will vary, covering tutor time and materials.

Refund Policy:

If you need to withdraw from a re-sit Practical Assessment Workshop or an additional non-compulsory workshop, you must notify us at least 7 calendar days before the scheduled date. In this case, a full transfer can be arranged for the next available workshop date. If you withdraw within 7 days of the workshop commencement, no transfers will be allowed, and full fees must be paid for the next booked workshop.



What to Wear:

You must wear your Fit Futures Academy Training T-shirt and black fitness leggings, shorts, or track pants. Clothing should be comfortable and suitable for performing practical activities required during the assessment tasks.

What to Bring:

- Information about the workshop and requirements will be emailed to you by the designated tutor prior to the event.
- Lunch or meals — please bring your own as local food services may not be available.

Please note: Only water is permitted in the assessment area. Food is not allowed in the assessment area at any time.

Fit Futures Academy Online Learning Platform

The Fit Futures Academy learning platform is designed for all students, providing access to course materials and resources regardless of your mode of study. It's essential to ensure your computer and software are compatible with the platform, as detailed earlier. Once set up, you can log in and begin your studies.

Creating Your Password

Upon your first login attempt, you will be prompted to change your password. Fit Futures Academy recommends selecting a password that is memorable yet difficult for others to guess. Your password must include:

- At least 8 characters
- At least 1 digit
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 non-alphanumeric character (such as *, -, or #)

Loss of Password

If you forget your password, visit [Fit Futures Academy Password Reset](#). Enter your username or the email address associated with your account and click 'Search.' If your account is found, you will receive a new temporary password via email. Please note, Fit Futures Academy staff, including tutors, do not have access to student passwords and cannot provide them.



Unauthorised Access to the Fit Futures Academy Platform

Students must not share their login details with anyone. If it is discovered that a student has shared their password, and someone else has accessed the platform, the student will be locked out of their account while Fit Futures Academy investigates the situation. Under no circumstances should login credentials be shared with third parties. Students are solely responsible for maintaining the confidentiality of their password. If Fit Futures Academy determines that a student has knowingly allowed unauthorised access, the student may be locked out of the platform, and in extreme cases, denied access to future courses without refund.

Exam Attendance

Students are required to sit their own online exams. If it is found that a student has shared their password for someone else to take the exam on their behalf, or if the student received unauthorised assistance during the exam, they will be locked out of the platform. In extreme cases, the student may be expelled from Fit Futures Academy. For any questions about exam attendance or other concerns, please contact a Fit Futures Academy representative.

Redistribution of Online Study Material

Students must not redistribute Fit Futures Academy's course materials or intellectual property. Copying, printing, distributing notes, or taking screenshots of the student area, online platform, or study materials is prohibited. Access is granted for reading, studying, and completing coursework only, not for distribution to third parties. If a student is found guilty of breaching copyright, appropriate actions will be taken. For any questions regarding the redistribution of Fit Futures Academy's intellectual property, please contact a Fit Futures Academy representative.

Breach of Copyright or Intellectual Property

If a student is found guilty of breaching Fit Futures Academy's copyright or intellectual property, they will be expelled from their current course and prohibited from enrolling in future courses. Fit Futures Academy has invested significant time and resources, including working with paid consultants, to develop a unique set of teaching and assessment materials. Any violation of the contractual terms concerning Fit Futures Academy's intellectual property will result in legal action to recover costs associated with the development of these resources.



STUDENT EXPULSION

Exulsion from Fit Futures Academy

In the event a student is expelled from Fit Futures Academy for any reason, the full course fees will remain payable. If the student has paid in full, no refund will be issued. If the student is on a payment plan, payments will continue until the full amount is settled. Failure to pay tuition fees may result in the involvement of an external collection agency to recover the outstanding debt.



TUTOR RESPONSIBILITIES

Tutor Responsibilities

At Fit Futures Academy, we are dedicated to providing the best possible learning experience for our students. It's essential to verify that your course details are accurate and aligned with your goals. Be sure to keep track of workshop dates, assessments, deadlines, and course content. While we aim to be flexible and accommodate your individual needs, it is equally important that we do not compromise the experience of other students. If possible, discuss your specific requirements with your tutor before attending training. Should you feel that your needs are not being met, please reach out to the Head of Education or email us for further assistance.



Counselling Services & Support

At Fit Futures Academy, every student is treated as an individual and provided with advice and support to help them achieve their personal goals. When needed, we offer language and literacy support through referrals. We also guide students on training and assessment pathways. If the resources available at Fit Futures Academy are not sufficient, we will refer students to external agencies for additional assistance.

Student Support Hours

Education staff are available to answer questions during regular business hours. However, due to varying teaching schedules, you may need to request a callback if a staff member is unavailable at the time of your inquiry.

Student Tutorials

Fit Futures Academy offers tutorial sessions to provide additional support. Students who require extra assistance will complete a 'Learning Support Notification Form' to receive tailored support and tutorials. Since tutorials are an additional service, it's important to book in advance. Please ensure that you identify the questions or areas of focus at least 24 hours before your session.

Student Welfare and Guidance

Educational and training guidance is available to all students, including adjustments to assessments and training. We also provide advice on career pathways. If necessary, students will be referred to other agencies for further welfare support.

Privacy – Access to Student Records

Students have the right to request access to their records at any time. We will not release your personal information to any third party unless we have written consent from you. Fit Futures Academy ensures that all records are kept current, accurate, and secure. You can access your own records if prior arrangements have been made with the academy. These records are maintained confidentially for two years.

Retention of Students' Work

Fit Futures Academy is required to securely store completed student assessments for a minimum of two years for verification and review purposes. If you would like your work returned before this period has passed, please submit a request in writing to the Head of Education, specifying how you wish to collect it. After the retention period, any unclaimed materials will be disposed of.



Participant Feedback & Quality Improvement

Fit Futures Academy is dedicated to the ongoing enhancement of our training and assessment services, student support, and management systems. At the heart of this commitment is our focus on continuous improvement, supported by well-defined processes to ensure consistent and sustained growth.

Student Feedback Survey

Upon completion of your training program, you will be asked to complete a Student Feedback Survey or participate in a graduation interview. This survey is designed to gather valuable insights into your experience with Fit Futures Academy and the nationally recognised training you received. Your participation in this survey is crucial for our efforts to improve and refine our services. We greatly appreciate your assistance in providing this feedback.



“Whāia te iti kahurangi, ki te tūoho koe, me maunga teitei”

Seek the treasure you value most dearly, and should you bow your head, let it be only, to a lofty mountain.



Contact Details

General Enquiries: info@fitfutures.co.nz

Assessment and Tutor Queries: education@fitfutures.co.nz

Personal Tutor Queries: firstname.lastname@fitfutures.co.nz

Financial Questions: accounts@fitfutures.co.nz

Postal Address: Unit 3B, 295 Blenheim Road, Upper Riccarton, Christchurch 8041

Phone: 0800 99 88 98

