STUDENT HANDBOOK

School of Business Limited t/as Exercise Academy





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Welcome

Nau mai haere mai

Welcome to the Exercise Academy (School of Business Ltd NZQA # 7577).

This student resource manual has been compiled to give you all the information you will need if you intend to or are studying with us.

If you are unsure about any of the information given, or want to know more about something, please do not hesitate to talk to any member of staff. We are available to assist you on your academic journey and we are here to listen. We also have a pastoral care guide that provides you with information about services in the community, if needed. This located on our website www.sobl.ac.nz/supportinformation

It is worth reflecting at this point on the reason this school exists and the core values which underlie our daily actions.

Our mission statement is:

'To develop in people the competencies necessary for a successful future.'

Our core values are:



The management and staff at the Exercise Academy (School of Business Ltd) wish you every success with your training and your career pathway.

Karen Streeter

And the Exercise Academy Team

Orientation Programme

Orientation Programme

All international learners are invited to participate in an orientation programme designed to help you settle into your studies and life in New Zealand. Orientation includes:

- introduction to staff and support contacts
- overview of your programme and expectations
- health and safety briefing
- cultural adjustment information
- visa and insurance obligations
- academic integrity and assessment rules
- how to access support services
- information about working in New Zealand (if applicable)

Orientation is an important part of your learning journey, and we encourage you to attend all sessions.



About this Handbook

Your success is important!

This student handbook is designed to provide you with essential information on becoming a student with Exercise Academy, the services provided and our approach to providing you a fair and supporting environment.

Information provided in this handbook provides the framework for you to complete your course in a professional, culturally aware manner with the support of our team. Key sections in the Handbook include information in relation to students' rights, responsibilities and obligations.

Exercise Academy is responsible, under its registration with the New Zealand Qualifications Authority (NZQA), for the quality of the training and assessment being delivered on your chosen course. Exercise Academy is also responsible for the issuance of any certificate that may result based on your achievement of the course requirements.

It is important that students read through this handbook and familiarise themselves with the policies, procedures and the obligations of Exercise Academy and of students toward their course and the people involved.

Please feel free to reach out if you have any queries regarding the course or information provided. Our team is readily available to support your continuing education and assist you to plan and develop skills and knowledge to support your future endeavours.



Phone +64 272 800 239

Email support@exerciseacademy.ac.nz

Website www.Exerciseacademy.ac.nz



Current Courses delivered by us

Certificate in Exercise Level 4.

Programme Information

This section provides an overview of what you will learn in your programme, the skills you will develop, and the opportunities available to you after graduation. It is designed to help you understand the purpose of your qualification and how it supports your future goals.

What You Will Learn

Your programme is designed to develop the knowledge and practical skills required to work safely and effectively in the exercise and fitness industry. You will learn to:

- apply exercise principles
- support clients with safe and effective exercise techniques
- understand health, wellbeing, and fitness concepts
- communicate professionally in a fitness environment
- work within industry expectations and ethical standards

Programme Modules

Your learning is structured into the following modules:

- **Module 1 – Getting Started in the Fitness Sector**

This module develops foundational knowledge of anatomy, physiology, health risk factors, nutrition, wellness, referral pathways, and professional behaviour. Learners apply anatomical and physiological principles, identify common conditions and risks, provide basic nutrition and wellness support within scope, and demonstrate safe and professional behaviour in supervised settings.

- **Module 2 – Working With Your Clients**

This module develops applied client-facing skills. Learners carry out pre-screening, warm up and cool down activities, and deliver exercise experiences using functional anatomy and interpersonal skills. Learners begin **work placement** during this module, applying skills in real or simulated workplace environments under indirect supervision.

- **Module 3 – Future Options for You and Your Clients**

This module develops behaviour change strategies, motivation, health and wellness frameworks, cultural responsiveness, and business skills for exercise professionals. Learners apply evidence based wellness strategies, integrate culturally appropriate values, support behaviour change, and develop business and marketing tools for professional practice. Work placement continues to ensure learners apply these skills in authentic settings.

Learning Outcomes, Graduate Profile & Pathways

Graduate Profile Outcomes (GPOs)

Graduates of the NZ Certificate in Exercise (Level 4) will be able to:

- Apply knowledge of anatomy, physiology, and exercise principles to support safe and effective exercise.
- Conduct pre-exercise screening and risk assessment.
- Deliver exercise sessions under supervision in a fitness or community setting.
- Apply professional and ethical behaviour in line with industry expectations.
- Communicate effectively with clients and colleagues in a fitness environment.
- Support client motivation and wellbeing using evidence-based approaches.

Pathways to Further Study

After completing this qualification, you may progress to:

- Level 5 or 6 qualifications in exercise, sport, health, or related fields
- specialist certifications or short courses
- higher-level vocational or academic programmes

Employment Opportunities

This qualification may support entry-level roles such as:

- gym or fitness assistant
- exercise facility support roles
- community health or wellbeing support roles

Residency Pathways

Residency pathways are **not applicable** for this qualification.

Education Agents

Exercise Academy may work with approved education agents. All agents must:

- act ethically
- provide accurate information
- follow the Code of Practice
- represent Exercise Academy honestly

If you have concerns about an agent, please contact us immediately.

How We Provide Information to You

How We Provide Information to You

Exercise Academy is committed to ensuring that all information provided to learners is accurate, up to date, and easy to understand. We provide information in a range of formats to meet the needs of diverse learners. You will receive important information through:

- this Student Handbook
- the Pre-Enrolment Information Pack
- the Letter of Offer and Enrolment Agreement
- the online Learning Management System (LMS)
- orientation sessions
- email updates and announcements
- tutor guidance and support meetings

We regularly review our information to ensure it remains current and relevant. If you are ever unsure about anything, please ask, we are here to help.

Our School

Exercise Academy (The School of Business Limited) is a privately owned and NZQA Registered Private Training Provider.

The values of the organisations are underpinned by the principles of tikanga*, whanaungatanga* and manaakitanga* - doing the right things, the right way in a kind and caring manner.

Our Vision: [Where we want to be]

To be recognized by our stakeholders as the leading provider of innovative training solutions.

Our Mission: [The reason we exist]

To develop in people the competencies necessary for a successful future.

Our Values: [How we do things]

Act with integrity

- Do what is right
- Do what they say they will do
- Act in the best interest of the school
- Willing to challenge self and others

Demonstrate a passion for what we do

- Show enthusiasm
- Go the extra mile
- Make things happen
- Set and achieve personal goals

Achieve together with minimal impact on the planet

- Provide online learning without papers and travel
- Have clear expectations of self and others
- Support others
- Pitch in and help
- Maximise individuals / team potential
- Work to strengths

Provide a sociable and culturally aware environment

- Make all people, regardless of ethnicity, feel welcome and comfortable
- Contribute to a positive feel at the school
- Communicate in a culturally aware manner, freely, openly and constructively
- Take all opportunities to enhance relationships

* tikanga - Generally taken to mean "the Māori way of doing things", it is derived from the Māori word *tika* meaning 'right' or 'correct'. whanaungatanga - is about relationships. It has its roots in the *whanau* or family.

* manaakitanga - Expression of hospitality towards people.

Our Approach to Teaching and Learning:

Tutors will use a variety of teaching and assessment methods during your course, in line with best practice principles in adult education and in a learner centred manner. Methods will vary and may include:

- Webinars
- Tutorials
- Tutor led learning
- Coaching
- Demonstrations
- Practical tasks in gym
- Role playing
- Problem solving
- Small group work and teamwork
- Discussion groups
- Projects
- Written assignments
- Research assignments
- Presentation

What to Expect During Training and Assessment

Your learning experience at Exercise Academy is designed to be practical, engaging, and aligned with industry expectations. You will learn through a combination of online learning, practical activities, webinars, tutorials, and independent study.

Assessments are competency-based. This means you must demonstrate the required skills and knowledge to the standard expected. You will receive:

- clear instructions for each assessment
- assessment criteria
- due dates
- opportunities for feedback
- support from your tutor

We will provide you with all the resources, guidance, and support you need — but your success depends on your commitment, participation, and effort.

Self-directed Learning [Homework]:

As you are full-time students, you are expected to be studying for 30 hours per week. This includes online or face to face tuition time and work experience in the gym **plus** a 10 to 15 hours per week self-directed learning. Self-directed learning will include things like doing research, completing homework, reading, practicing activities yourself etc.

Your tutors will assist you in planning your self-directed learning, so that you can progress and meet all deadlines, so your academic performance does not suffer.

Characteristics of Self-Directed Learners:

- Set goals
- Plan strategically
- Believe in your abilities
- Work to reach goals
- Develop interest in your work
- Focus and maintain your attention
- Constantly teach themselves
- Use what you have learned to adapt to new situations
- Actively participate in class and all activities
- Monitor as you work
- Seek help when needed
- Evaluate your own work
- Understand that hard work and perseverance breed success
- Have a positive self-image of yourself as a learner


Remember
Your success is from your own hard work.
We're here to help you every step of the way.

Visa and Insurance Obligations

All international learners must:
- Hold a valid student visa for the duration of their study
- Comply with all visa conditions, including attendance and academic progress
- Notify School of Business Limited of any changes to visa status

Insurance:
- Learners must have approved medical and travel insurance that covers the full period of enrolment
- Insurance must meet the Code of Practice requirements
- Proof of insurance must be submitted before course commencement

Support:
- Our team can assist with understanding visa conditions and insurance options
- For more information, visit: www.immigration.govt.nz and www.naumainz.studywithnewzealand.govt.nz

Dispute Resolution Scheme

- If learners have concerns about visa or insurance decisions, they may access the Dispute Resolution Scheme:
    - https://www.studywithnewzealand.govt.nz/en/study-options/education-code-of-practice/dispute-resolution-scheme

Adjusting to Life in New Zealand

Adjusting to Life in New Zealand

Moving to a new country can be exciting and challenging. We provide guidance to help you settle into life in New Zealand, including:

- understanding New Zealand culture and communication styles
- connecting with community and cultural groups
- accessing essential services such as banking, healthcare, and transport
- managing homesickness and cultural adjustment
- knowing where to go for help if you feel overwhelmed

If you need support adjusting to life in New Zealand, please talk to our team — we are here to help you feel at home.

Accommodation and Transport Information for International Learners

Exercise Academy does not provide homestay, residential caregiver arrangements, or on-campus accommodation. However, we support international learners by referring them to **trusted, publicly available accommodation and transport resources** so they can make informed decisions before arrival.

Accommodation Options in Auckland

International learners commonly choose from:

- **Student accommodation providers**
- **Private rentals (rooms, flats, apartments)**
- **Short-term accommodation** (hostels, backpackers, budget hotels)
- **Shared housing** with other students or young professionals

Trusted Information Sources

We refer learners to the following **official and reputable** sources:

- **NauMai NZ** (Government-run international student support site)
  https://www.naumainz.studywithnewzealand.govt.nz/
  (naumainz.studywithnewzealand.govt.nz in Bing)
- **Study Auckland / AucklandNZ** (Accommodation and living information)
  https://www.aucklandnz.com/study
- **Tenancy Services NZ** (Legal rights, renting rules, bond protection)
  https://www.tenancy.govt.nz/

These sites provide guidance on:

- how to find accommodation
- what to look for in a rental
- tenancy rights and responsibilities
- estimated living costs
- safe renting practices

How We Determine "Trusted Providers"

Exercise Academy does **not** approve or manage accommodation providers. Instead, we refer learners only to:

- Government-run websites
- Local council or education-sector websites
- Established student accommodation companies
- Registered tenancy information services

We do **not** recommend private landlords or individual listings.

Transport in Auckland

Learners can access:

- **AT Metro** (buses, trains, ferries) https://at.govt.nz/
- **AT HOP card** for discounted travel
- **Walking and cycling routes**
- **Rideshare services** (Uber, Ola, Zoomy)

Support Before Arrival

Before enrolment and before arrival, learners receive:

- links to trusted accommodation resources
- guidance on transport options
- estimated living costs
- safety tips for renting and travelling in Auckland

If you need help understanding accommodation or transport options, our team is here to support you.

Living and Studying in New Zealand

New Zealand is a safe and welcoming country, but it is important to understand:

- cost of living
- accommodation options
- transport
- local laws
- cultural norms
- safety tips
- emergency services

If you need help settling in, our team is here to support you.

Working in New Zealand (If Your Visa Allows It)

Working in New Zealand (If Your Visa Allows It)

Some student visas allow you to work part-time while studying. If your visa permits work, it is important that you understand your rights and responsibilities.
We will provide information on:

- minimum wage and employment rights in New Zealand
- maximum hours of work permitted under your visa
- how to access employment support and job-seeking advice
- how to report unsafe or unfair treatment by employers
- where to find reliable information about workplace rights

For more information, visit www.employment.govt.nz or speak with our support team.

Working in New Zealand – Your Rights and Responsibilities

International learners may work up to **20 hours per week** during study and **full-time** during scheduled breaks (if permitted by visa).
New Zealand's minimum wage is $___ per hour. Employers must comply with legal labour conditions, including safe workplaces, written employment agreements, and correct pay.
If you need help finding employment information, you can access support through:

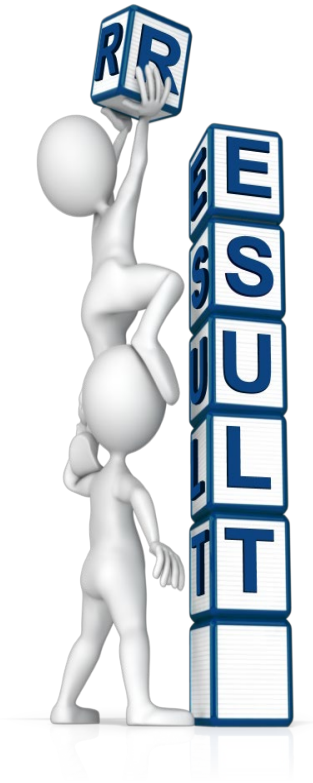
- Employment New Zealand
- MBIE
- Immigration New Zealand
- SBL Student Support Team

If you experience employer misconduct (underpayment, unsafe conditions, exploitation), you can report it to MBIE or Immigration New Zealand. SBL can assist you with this process.

Assessment Policy

Assessments are competency based, which means you must be able to demonstrate the tasks and answer the questions to the standard specified.

In each assessment you will be provided with clear information about how you are to complete your assessment and the criteria against which your assessment will be judged. The type of assessment will vary depending on the topic and content being assessed. The assessment may be an open or closed book, practical or workplace, or assignment based. Each will be required to be completed on or by a scheduled date, which will be advised by the tutor.



Re-sits:	Students who do not achieve competency in the first instance, because they get a few bits wrong, will be marked "Further Evidence Required' (FER) and given opportunities to redo the portions that were incomplete. If, on your first submission, a lot of things are wrong, and you cannot demonstrate the basic knowledge or skill required in the assessment you will be marked "Not Achieved" (NA) and will be required to resit the whole assessment. If full competency is not gained after three attempts, you will be marked 'Not Achieved' (NA) and will be required to retake that module at a later date. Additional fees may be payable. In some extenuating circumstances a third resit may be arranged with the approval of management after consultation with the tutor concerned.
Assessment Appeals Procedure:	Should you disagree with the results of an assessment or the outcome of an RPL/RCC application (see below) you may appeal the decision by following this procedure: ▪ Request an Assessment Appeals Form from the tutor. ▪ Complete the form and give it to the tutor within 48 hours of the assessment date. ▪ The appeal will be considered by the Manager who will provide a decision. ▪ If you are not satisfied with the Manager's decision, the appeal will be passed to an external educational consultant / moderator who will provide a final decision. Any further objections need to be forwarded to NZQA at https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/

What to Expect During Training and Assessment

Your learning experience at Exercise Academy is designed to be practical, engaging, and aligned with industry expectations. You will learn through a combination of online learning, practical activities, webinars, tutorials, and independent study.

Assessments are competency-based. This means you must demonstrate the required skills and knowledge to the standard expected.
You will receive:

- clear instructions for each assessment
- assessment criteria
- due dates
- opportunities for feedback
- support from your tutor

We will provide you with all the resources, guidance, and support you need, but your success depends on your commitment, participation, and effort.

Attendance & Engagement Expectations

To succeed in your programme, you are expected to maintain consistent attendance and active engagement in all learning activities. This includes online sessions, practical components, assessments, and self-directed learning.

You are expected to:

- attend all scheduled classes (online or face-to-face)
- participate actively in discussions, practical tasks, and group activities
- complete assessments by the due dates
- communicate with staff if you are struggling or unable to attend
- respond to messages from tutors or support staff
- follow any agreed support or intervention plans

Patterns of non-attendance, missed assessments, or lack of engagement may trigger early intervention or formal warnings. Serious or ongoing disengagement may lead to suspension or termination of enrolment in line with the Termination of Enrolment process.

Course Progress and Monitoring

Exercise Academy monitors your academic progress to ensure you are on track to successfully complete your qualification. This includes:

- monitoring assessment submissions
- monitoring attendance and engagement
- providing early intervention if you fall behind
- offering support plans where needed
- issuing warning letters if progress does not improve

If you are struggling, please talk to us early, we are here to help.

Early Intervention Process

Exercise Academy uses an early intervention approach to support learners who may be falling behind or experiencing difficulties. Early intervention may occur when:

- assessments are missed
- attendance or engagement drops
- wellbeing concerns affect study
- tutors identify barriers to progress

The early intervention process includes:

- contact from your tutor or Programme Coordinator
- a check-in conversation to understand what is happening
- development of a support plan (if needed)
- reasonable adjustments or referrals to support services
- monitoring of progress over an agreed period

If progress does not improve despite reasonable support, the matter may be escalated to formal warnings or the Termination of Enrolment process.

Recognition of Prior Learning (RPL)

Credit Recognition and Transfer (CRT)

Recognition of Prior Learning (RPL) is where existing skills and knowledge are recognised as equivalent to those taught in a formal education setting for the purposes of awarding credit toward a qualification. These skills and knowledge may be gained through work, independent study and/or informal learning and life experience.

Credit recognition and transfer (CRT)
CRT is where credit you gained towards a qualification is recognised by another institution. CRT generally describes credit from formal learning that has been provided and credentialed by a tertiary provider.

If a student believes they are competent in the learning outcomes detailed in the module they are enrolled in, they can apply for RPL or CRT.

Recognition is granted as a result of identifying and assessing their previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module, unit or element of competency listed in an accredited training package or course.

To prepare for RPL / CRT the student should indicate their decision to apply for recognition as soon as possible after the induction and orientation program.

Then, in consultation with the trainer a student should:

1. Obtain a CRT / Exemption application form from the manager. Make an appointment for an interview.
2. Decide which module(s) are to be recognised.

3. Provide an Evidence Portfolio in line with the Assessment Criteria in the module information. All Exemption Form applications must be supported by previously gained original certificates/ qualifications and the transcripts of study/training.
4. Support documentation such as qualifications gained overseas and recognised and validated in New Zealand is also advised.
5. All application forms are submitted to the manager with attached documentation copied and verified that original documentation has been sighted.
6. The application form will be processed, and you will be interviewed, and recognition application will be discussed. If sufficient evidence to support your recognition claim has not been documented, you will be advised of further requirements.
7. If your application is not supported by sufficient documentary evidence and you wish to be assessed by Exercise Academy an assessment date and time will be arranged which is convenient for you.
8. Arrange for a direct practice observation of your competence if applicable.

Evidence for recognition of prior learning/ credit transfer and/or current competencies may include:



Students seeking recognition are provided with:

- Application forms listing module name and number.
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of your achievements
- Self-assessment opportunities based on learning outcomes
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

RPL/RCC is available for all subject modules. The learning outcomes of each module provide the RPL benchmarks. Students may receive full recognition or "high standing" for the competencies required for a course or module. "High standing" recognises attainment of some but not all competencies for the course or module. Students are initially self-assessed against learning outcomes and assessment criteria of relevant modules.

Certification

If recognition is granted, the results of your recognition application will be recorded, and certification issued in accordance with the school procedures.

"What You Will Learn and Where This Qualification Can Lead"

Include:

- Graduate Profile Outcomes
- Pathways to further study
- Employment opportunities
- Residency pathways (not applicable)

Student Guidance and Support

Staff at Exercise Academy will work with you to see what your needs are while you are studying. Should the team be unable to help you they will help you to find someone who can

.



You will be able to access the Code of Pastoral Care through the website and through your online course. This will provide you with a variety of agencies, help lines, advice centres etc. We want to make sure you get whatever support you need.



We are here to help you every step of the way.
Just reach out!

The designated contact person for international learners is:
Name: Mattia Ravanelli
Role: CFO & International Learner Support Lead
Phone: +64 272 800 239
Email: mattia@exerciseacademy.ac.nz

Support and Welfare

Studying in a new country can be exciting but also challenging. Exercise Academy provides a range of support services to help you succeed academically, socially, and personally.

These include:

- one-to-one support from tutors
- wellbeing and pastoral care support
- assistance with personal issues
- referrals to external services
- reasonable adjustments for learning needs
- support for disability or impairment
- guidance on accommodation, budgeting, and daily life
- help accessing community groups and cultural networks
- mental health support pathways
- social activities and opportunities to connect with others

If you need help at any time, please reach out. We are here to support you every step of the way.

Services, Support and Facilities Available to You

Services, Support and Facilities Available to You

Exercise Academy provides a range of services to support your learning, wellbeing, and success.

These include:

- academic support from tutors
- pastoral care and wellbeing support
- referral to external agencies when specialist help is needed
- access to online learning tools and resources
- access to gym facilities during practical components
- first aid support when on campus
- assistance with navigating life in New Zealand

Our team is here to support you throughout your studies. If you need help, please reach out — we are always available.

Educational Instruction, Staffing, Facilities and Equipment Available to International Learners

Exercise Academy is committed to ensuring all international learners have access to high-quality teaching, appropriate learning facilities, and the support needed to succeed.

1. Educational Instruction

Your learning is delivered through:

- Online learning modules
- Webinars and tutorials
- Practical activities during work placement
- Tutor-led coaching and demonstrations
- Independent study and self-directed learning

All teaching and assessment are aligned with NZQA requirements and industry expectations.

2. Tutor Qualifications and Experience

All tutors delivering this programme:

- hold NZQA-approved teaching and/or industry qualifications
- have current industry experience in exercise, fitness, or health
- complete ongoing professional development
- are trained in supporting international learners

A summary of tutor qualifications is available on our website.

3. Learning Facilities

As an online programme, learners have access to:

- the Learning Management System (LMS)
- online classrooms and webinar platforms
- digital learning resources
- communication tools for contacting tutors and support staff

During practicum/work placement, learners access:

- gym facilities
- exercise equipment
- supervised practical environments

4. Equipment Available to Learners

Exercise Academy provides:

- access to online learning tools
- access to gym equipment during practicum
- access to first aid support when on campus

5. Support Staff Available to International Learners

International learners have access to:

- academic support from tutors
- wellbeing and pastoral care support
- assistance with accommodation, budgeting, and daily life
- referrals to external counselling or specialist services
- cultural support and community connections

Designated International Learner Support Contact:
Name: Mattia Ravanelli
Role: CFO & International Learner Support Lead
Phone: +64 272 800 239
Email: mattia@exerciseacademy.ac.nz

Health and Safety Procedures

All persons on school premises must observe the following safety rules:

Safety

Do nothing that:

- causes danger to you or others .
- damages the building or equipment
- could cause a fire e.g., matches, smoking, etc.
- interferes with the fire extinguishers and safety systems.

First Aid

As the programme is online there will be little if any need to visit the offices. However, if you do, if you are ill and need to leave the building tell your tutor and they will make sure that you can get to a doctor if necessary. If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to your tutor or to the EXERCISE Academy stuff to be formally documented.

A first aid kit is stored in the reception area. If in doubt, ask a staff member. The office staff have their First Aid Certificates.

In your own work placements, you must follow that organisation's first aid and safety guidelines.

Emergency Contacts and Useful Information

- Emergency Services (Police, Fire, Ambulance): **111**
- Healthline: **0800 611 116**
- Immigration New Zealand: **0508 558 855**
- Mental Health Crisis Line: **0800 800 717**

Reporting Wellbeing or Safety Concerns

If you experience or witness a wellbeing issue, safety concern, or behavioural incident, please report it as soon as possible. You can speak to:

- your tutor
- the Programme Coordinator
- the International Learner Support Lead
- any staff member you feel comfortable approaching

Examples of concerns include:

- feeling unsafe or overwhelmed

- bullying, harassment, or discrimination
- mental health concerns
- unsafe behaviour by others
- threats or aggressive behaviour
- personal issues affecting your study

When a concern is reported, Exercise Academy will:

- respond promptly to ensure your safety
- provide support or referrals
- document the concern in accordance with the Incident & Wellbeing Reporting Procedure
- follow up to ensure the issue is resolved

Serious or repeated behavioural concerns may be escalated to the Misconduct and Disciplinary Procedure or the Termination of Enrolment process.

Critical Incidents and Emergency Support

A critical incident is a traumatic event or serious situation that affects your safety or wellbeing. This may include:

- serious injury or illness
- missing persons
- threats to safety
- natural disasters
- severe mental health episodes
- death of a student or staff member
- incidents requiring police involvement

If a critical incident occurs, Exercise Academy will:

- respond immediately to ensure your safety
- contact emergency services if required
- notify your emergency contact (where appropriate)
- provide support and guidance
- assist with insurance claims
- provide referrals to external agencies
- document and review the incident

If you experience or witness a critical incident, please contact us immediately. We are here to support you.

Evacuation

Evacuation notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial evacuations will be conducted from time to time, and you must follow all of the instructions of the safety warden.

If there is a continual ringing alarm

1. Immediately evacuate the building using the stairs, depending on the location of the fire.
2. The fire warden will advise that the area is fully evacuated.
3. Make your way to the site Assembly Point, which is near the road, in the back car park, facing the ocean.

Serious Injury

1. Call for assistance
2. Call the ambulance (111)
3. If machinery or equipment is involved, turn it off.
4. Give appropriate first aid and comfort the person
5. Do not put others or self in unnecessary danger
6. Report the situation to the Exercise Academy personnel

Bomb Threat

1. Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located
2. Call police (111)
3. Act according to the advice of the police
4. If advised by police, instigate the emergency evacuation plan.

Earthquake

1. Keep calm – allow time to think
2. Take cover – Exercise quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.
3. Watch for falling debris and other overhead objects
4. Do not attempt to run outside
5. Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.
6. After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

1. Switch off the power supply.
2. Follow “serious injury” procedure referred to above.

Robbery

1. Co-operate with the robber.
2. Remain calm.
3. Take no personal risks.
4. Observe (person’s features, height, build, clothing etc.).
5. Call the police (111).
6. Notify management.

Gas Leak

1. Notify management, who will then notify gas engineers.
2. If necessary, follow the fire and explosion procedure set out above.

Student Code of Conduct

Exercise Academy expects all learners to uphold high standards of behaviour, integrity, and respect throughout their studies. These expectations ensure a safe, inclusive, and supportive learning environment for everyone.

1. Professional Behaviour

Learners must:

- behave respectfully toward staff, peers, visitors, and members of the public
- participate actively in learning activities
- follow tutor instructions and safety guidelines
- communicate in a courteous and appropriate manner
- use school facilities, equipment, and online platforms responsibly

2. Respectful and Inclusive Conduct

Learners must:

- treat others with dignity and respect
- contribute to a culturally safe and inclusive environment
- avoid behaviour that is discriminatory, harassing, or bullying
- respect diverse cultural identities and perspectives

3. Academic Integrity

Learners must:

- complete their own work honestly
- avoid plagiarism, cheating, collusion, or fabrication of information
- follow assessment rules and instructions
- seek clarification if unsure about academic expectations

4. Attendance, Engagement, and Progress

Learners are expected to:

- attend scheduled classes (online or face-to-face)
- engage actively in learning activities
- meet assessment deadlines
- respond to communication from staff
- participate in support or intervention plans when required

5. Health, Safety, and Wellbeing

Learners must:

- follow all health and safety instructions
- behave in ways that do not endanger themselves or others
- report hazards, incidents, or wellbeing concerns promptly
- refrain from attending class under the influence of drugs or alcohol
- use gym and practical spaces safely and responsibly

6. Use of Technology and Online Platforms

Learners must:

- use the Learning Management System (LMS) appropriately
- avoid misuse of digital platforms, including harassment or inappropriate content
- protect their login details and personal information
- comply with privacy and confidentiality requirements

7. Property and Facilities

Learners must:

- respect school property and equipment
- avoid damaging facilities or resources
- take responsibility for their personal belongings

8. Behaviour That May Lead to Disciplinary Action

The following behaviours may result in disciplinary action:

- repeated non-attendance or disengagement
- academic misconduct
- aggressive, threatening, or unsafe behaviour
- harassment, bullying, or discrimination
- misuse of school property or facilities
- breaches of health and safety rules
- serious breaches of school policies

9. Termination of Enrolment

Termination of enrolment may occur when a learner:

- repeatedly fails to meet attendance or engagement requirements
- does not make academic progress despite reasonable support
- commits academic misconduct
- commits behavioural misconduct
- breaches health and safety requirements
- provides false or misleading information
- breaches visa conditions
- poses a risk to themselves or others
- seriously breaches the Student Code of Conduct
- breaches the Contract of Enrolment

Disciplinary Actions Short of Termination

Before termination is considered, the College may apply one or more of the following:

- verbal warning
- written warning
- behaviour contract
- support plan
- monitoring period
- temporary suspension

Termination Process

If termination is being considered, the College will follow a fair and transparent process:

1. **Identification of concern**
2. **Investigation**
3. **Written notice to learner**
4. **Opportunity to respond**
5. **Decision**
6. **Termination notice**
7. **Appeal options**
8. **Immigration NZ notification** (if visa-related)

This process follows natural justice and the Education and Training Act 2020.

Notification to Immigration New Zealand (INZ)

If you hold a student visa, School of Business Ltd (SBL) is required to notify Immigration New Zealand (INZ) of any termination of enrolment or any known or suspected breach of visa conditions. This may include concerns related to attendance, engagement, academic progress, or behaviour that affects your ability to meet visa requirements.

If termination is confirmed, SBL will:

- provide you with written notice of the decision
- outline the reasons and evidence
- advise you that INZ will be notified
- submit the required information to INZ using the approved reporting process

Student Rules & Regulations

Learners must comply with all College policies, the Student Code of Conduct, and the Contract of Enrolment. Breaches may result in disciplinary action or termination of enrolment in accordance with the Termination of Enrolment Procedure.

Students are expected to arrive to online sessions or face to face session on time and to fully participate in class including teamwork activities, group discussions, presentations, role playing exercises, problem solving and logic as well as the more traditional teaching/ learning methods. Students must also complete self-directed learning and homework assigned by tutors.

Your progress	In the event that you are unable to attend a specified session, face to face or online, you are expected to let your tutor or reception know. You are expected to meet all assessment due dates as this will help you to achieve your goals to complete your qualification.
Eating and drinking	This is to be no eating or drinking (except water in a capped bottle) during session times. No food or drink is permitted in the gym. Time is allocated throughout the day for breaks; these times are displayed throughout the premises.
Smoking	Smoking is not permitted inside buildings. Please smoke outside and **NOT** near the entrance to the building. Note that smoking is banned in most buildings in New Zealand.

Alcohol	If you use drugs or alcohol on the premises during any sessions or come to a session under the influence of drugs or alcohol, you will face disciplinary procedures or be withdrawn from the course.
Aggressive or illegal behaviour	Aggressive and/or illegal behaviour is not tolerated. Any reports of offensive, aggressive or illegal behaviour or harm caused (mental or physical) to a member of staff, other students or visitor while attending this course will be investigated. If required, as a result of that investigation, a disciplinary interview which may lead to suspension and/or withdrawal from the course will be held.
Valuables	Please be very careful of your possessions. Do not leave any of your valuables unattended. The school can take no responsibility for theft or lost property.
Warning letters	For ongoing non-completion of assessments, you may receive a warning letter and invited to meet with staff to discuss your future in the qualification.

Assessment Extensions and Completion Warning

If you need an extension for an assessment task you MUST email your tutor with the reason and the date you can commit to submitting it.

If you fail to meet the agreed date you will be required to submit the assessment before your next assessment due date.

If two assessment tasks are not submitted, you will receive an email and a call from the team indicating your missed assignment due dates.

If three assessment tasks are not submitted, you will receive a written message outlining your options to:

- get everything done a.s.a.p. and meet all future deadlines for no additional fees, or

- extend your course for 3 months which will incur a fee of $500.00, or

-put your completion on hold to a date that works for you, and pay $25.00 per week for that. You must aim to complete before year end, or

-withdraw fully

Academic Integrity Summary

Exercise Academy expects all learners to uphold academic integrity. This means completing your own work honestly, acknowledging sources correctly, and following assessment rules.

Academic misconduct includes:

- plagiarism
- copying or sharing work
- using AI or other tools to produce work dishonestly
- collusion
- cheating in assessments
- falsifying information

If academic misconduct is suspected, the matter will be investigated in accordance with the Academic Integrity and Misconduct Policy. Outcomes may include resubmission, grade penalties, formal warnings, or escalation to the Termination of Enrolment process for serious or repeated breaches.

Academic Behaviour

It is important that students understand exactly what is and what is not cheating, so committing the act whether intentionally or unintentionally can be avoided.
The following are considered some of the forms of cheating:

1. Getting or giving your assignments/assessments to another person.
2. Using assignments/assessments submitted in previous semesters.
3. Trying to get someone else to do part or all of your assignments/assessments for you.
4. Having someone else do part or all of your assignments/assessments for you.
5. Doing someone else's assignments/ assessments.
6. Copying someone else's work that includes getting content from the web and other sources, not just your classmates.
7. Submitting work that is not completely created by you *(see plagiarism below)*
8. Using notes and illegal material during an assessment
9. Looking at someone else's work during an assessment or asking someone during the assessment for help.
10. Possessing an unauthorized copy of an assignment/assessment.
11. Using technology to get answers during an assessment.
12. Telling someone what answers to enter on their assignments.

Knowing that someone has cheated and NOT telling your tutor about it **is not OK**. This may be difficult for some to comply with**,** but the school expects that if you know you will encourage those involved to either redo the work legitimately or to inform the school that they cheated. Withholding this information is aiding and abetting cheating and thus you too are cheating



What is Plagiarism?

Plagiarism is defined in the Macquarie Dictionary as 'the appropriation or imitation of another's ideas and manner of expressing them ... to be passed off as one's own'. At Exercise Academy (School of Business), plagiarism is regarded as cheating and is treated with disciplinary action.

Plagiarism includes:

- Quoting, paraphrasing, copying, or in any way using ideas from a published or unpublished source without proper acknowledgment of referencing.
- Duplicating any work in magnetic form, such as computer readable spreadsheet or Internet material.
- Submitting work developed jointly with another person without acknowledging this fact.

Should you be found guilty of any of the above-listed forms of cheating you will receive a warning from the school.

Should you be found guilty of any of the above-listed forms of cheating you will receive a warning from the school.



Deferring, Suspending, or Cancelling Your Enrolment

You may apply to defer or suspend your studies in certain circumstances, such as:

- illness
- bereavement
- personal hardship
- other compassionate or compelling reasons

Exercise Academy may suspend or cancel your enrolment if:

- you breach the Code of Conduct
- you fail to meet attendance or engagement requirements
- you commit serious misconduct
- you fail to meet visa conditions

You will always be informed in writing and given the opportunity to respond.

Termination of Enrolment

Termination of enrolment is a serious action and is only considered when:

- serious misconduct has occurred
- ongoing safety concerns exist
- academic or behavioural issues remain unresolved despite support
- attendance or engagement does not improve after warnings
- visa conditions are breached
- a learner fails to meet programme requirements

Before any decision is made, you will:

- receive written notice of the concerns
- be invited to a meeting to respond
- have the right to bring a support person
- be given the opportunity to provide information or evidence

All decisions follow the principles of natural justice and are documented. International learners will be advised if their visa may be affected, and Immigration New Zealand will be notified where required.
You may appeal a termination decision through the Complaints and Grievance Procedure.

Your Rights as a Student

As a learner at Exercise Academy, you have the right to:

- a safe and supportive learning environment
- fair and transparent assessment
- access to support services
- accurate information about your course
- be treated with respect
- make a complaint or appeal without disadvantage
- access your personal information
- receive clear information about fees, refunds, and policies
- understand your rights under the **Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021**

Your Responsibilities as a Student

You are expected to:

- attend scheduled learning activities
- submit assessments on time
- behave respectfully and safely
- follow the Code of Conduct
- maintain valid visa and insurance (if applicable)
- keep your contact details up to date
- ask for help when you need it
- follow New Zealand laws and your visa conditions

Your Legal Rights and Responsibilities

Your Legal Rights and Responsibilities

As an international learner, you have important legal rights and responsibilities while studying in New Zealand. You will receive information about:

- your rights under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice
- your obligations under your visa
- how to identify risks when receiving advice or services
- where to seek independent legal or immigration advice
- how to access support if you feel unsafe or unfairly treated

If you are unsure about your rights or responsibilities, please speak with our support team.

Ongoing Information and Communication

School of Business Ltd provides ongoing information and advice throughout your enrolment. Programme updates, timetables, assessment information, support services, and important notices are communicated through the LMS, email, class announcements, and orientation sessions. Information is reviewed regularly through the Learner Information Needs Analysis Procedure and updated using the Communications Protocol and Marketing Change Process to ensure it remains accurate, clear, and appropriate to learner needs.

Summary of Your Rights Under the Code of Practice

Your Rights Under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
The Code of Practice is a set of rules that all New Zealand education providers must follow to keep international learners **safe, informed, and supported**.

As a learner at Exercise Academy, you have the right to:

- **Accurate information** about your programme, fees, refunds, visas, and insurance
- **A safe and supportive learning environment**
- **Respectful and fair treatment** from all staff
- **Clear assessment processes** and the ability to appeal decisions
- **Access to academic, wellbeing, and pastoral support**
- **Make a complaint without disadvantage**
- **Know your legal rights and responsibilities** as an international learner
- **Understand your visa conditions** and how to stay compliant
- **Know how to access iStudent Complaints**, an independent service for international learners https://www.studycomplaints.org.nz/

If you ever feel unsafe, unsure, or unfairly treated, you can speak with our support team at any time

Privacy and Access to Records

Exercise Academy complies with the Privacy Act 2020. You have the right to:

- access your personal information
- request corrections
- understand how your information is used
- know who it may be shared with (e.g., NZQA, INZ)

Your information is stored securely and used only for legitimate educational purposes.

If Your Details Change

It is important that we always have your correct contact information. This includes:

- your address
- phone number
- email address
- emergency contact details

If any of your details change, you must notify us **within 7 days**. This is a requirement under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice and, if applicable, your visa conditions.

To update your details, please email: **support@exerciseacademy.ac.nz**

Complaints Policies and Procedures

Internal and external complaints procedure

Exercise Academy (School of Business Ltd) welcomes any opportunity to make things better for students so if you have any concerns, please let us know so it can be put right. Discuss your concerns with your tutor first and then, if necessary, with the General Manager.

Personal grievances with other learners/students should be resolved outside training hours.

Grievances / Complaints Procedure

- A grievance is a problem that you have with the school. You can see a tutor or a member of the management team.
- If you wish you can express your grievance in writing.
- If your tutor or the member of the management team cannot assist you with your problem, they will refer you to someone who can.
- If you are still unhappy with the result you can take this grievance to the General Manager.
- If you are still unhappy with the result after discussing the matter with the school, you can contact NZQA directly at PO Box 160 Wellington or by telephone on 0800 QAHELP.

External Bodies

If a grievance is unable to be resolved through internal procedures, students are able to seek recourse through the following external bodies.

- NZQA
- The Human Rights Commission
- The Race Relations Tribunal

Serious misconduct

The following is a list of behaviours considered serious misconduct, any instance of which may, following appropriate investigation, result in disciplinary action which may include dismissal. This list is not exhaustive.

Health & Safety

- Actions or omissions of a person causing injury to any other person/s, including violence/assault and also including threats or intimidation towards any other person/s. Provocation will not be accepted as an excuse.
- Unauthorised consumption of alcohol on Company premises or during working hours.
- Possession or consumption of illegal drugs and/or abuse of solvents on Company premises or during working hours.
- Being in an intoxicated state during working hours because of consuming drugs, alcohol, or solvents resulting in inability to adequately/safely perform duties.
- Driving whilst over the legal blood alcohol limit.
- Unsafe behaviour causing risk to any other person/s including misuse of fire or safety equipment.
- Unauthorised carrying or possession of a firearm or weapon on Company premises or during working hours.
- Serious breach of safety policies and procedures

Discrimination/Harassment

- Discrimination or Harassment of any other person/s on grounds such as gender, marital status, sexuality, religion, nationality, disability, age, responsibilities as a carer.
- Any other form of unacceptable behaviour and attitude that offends, humiliates or intimidates another person, including bullying.
- Victimisation of someone for having made a complaint of discrimination or harassment or for having been

involved in the investigation of such a complaint.

Property

- Unauthorised removal or unauthorised possession of, or willfully damaging, Company property or the property of any other person/s.
- Unauthorised use or copying of and/or distribution of confidential information, including documents or software.
- Being in an area of the Company without authority.

Work

- Persistent refusal to perform normal duties or persistent refusal to comply with the lawful and reasonable instruction/s of the Company.
- Unauthorised disclosure of confidential information (either business information or personal information).
- Requesting, viewing, storing, downloading and/or distributing objectionable material from the Internet e.g. pornography, cartoons, MPEGs etc.
- Misrepresenting School of Business for personal gain or seeking or accepting unsolicited bribes or inducements.
- Negligence, incompetence, or disobedience seriously jeopardises safety, property or the good conduct of the school's operations.
- Falsification of Company documents or records (including employment applications and time-keeping records), making false claims, declarations or reports.
- Disregard company policies, guidelines, rules or directives whether willfully or unintentionally.
- Using Company property and/or Company time for personal gain or for the gain of an external entity.
- Deliberately or carelessly doing anything that results in poor quality of Company goods or services.

Other

- Actions which bring Exercise Academy/School of Business into disrepute.
- Any other action which by its nature would be regarded as a serious breach of our company values.
- Any other serious breach of Exercise Academy/School of Business' policies or procedures.
- Any other action that, by its nature and in the light of reasonable community standards can be regarded as serious misconduct.

Disciplinary Process for Learners

Learners at School of Business Ltd (SBL) are expected to meet behavioural, academic, attendance, and safety requirements as outlined in the Student Code of Conduct and the Contract of Enrolment. When concerns arise, SBL follows a fair, transparent, and natural-justice-aligned disciplinary process.
This process applies to learners and is separate from the staff misconduct process.

1. Identification of Concern

A concern may arise from:

- attendance or engagement issues
- academic misconduct
- behavioural misconduct
- health and safety breaches
- breach of visa conditions
- breach of the Student Code of Conduct
- breach of the Contract of Enrolment

The concern is documented by the tutor or Programme Coordinator.

2. Initial Review and Notification

The learner is notified in writing of:

- the concern
- the evidence available

- the possible consequences
- their right to respond
- their right to support

Immediate safety measures may be put in place if required.

3. Formal Investigation

A senior staff member who was not involved in the incident reviews:

- statements
- evidence
- attendance records
- assessment records
- relevant policies

The learner is invited to provide further information or clarification.

4. Disciplinary Actions Short of Termination

Where appropriate, SBL may apply one or more of the following actions:

- verbal warning
- written warning
- behaviour contract
- support plan
- monitoring period
- temporary suspension
- exclusion from specific classes or activities

These actions are intended to support learner success and prevent escalation.

5. Decision and Outcome

The decision is based on:

- evidence
- learner response
- safety considerations
- proportionality
- the Contract of Enrolment

The learner receives a written outcome letter.

6. Termination of Enrolment

Termination may occur only in serious circumstances, such as:

- serious misconduct
- repeated or significant non-attendance
- breach of visa conditions
- non-payment of fees
- behaviour that endangers self or others
- breach of the Contract of Enrolment

Termination is only enacted after:

- a full formal review
- written notice
- opportunity to respond
- consideration of support needs
- confirmation that termination is justified and proportionate

7. Appeals and External Escalation

Learners may appeal internally through the Complaints & Concerns Procedure.
If unresolved, learners may escalate to:

- **iStudent Complaints (FairWay Resolution)**
- **NZQA** (for Code breaches)

External Support – iStudent Complaints (Dispute Resolution Scheme)

If a concern or complaint cannot be resolved through our internal process, international learners can access an independent dispute resolution service called iStudent Complaints. https://www.studycomplaints.org.nz/

This service is free and helps resolve concerns about fees, refunds, contracts, service quality, or any other unresolved issues.
Website: www.istudent.org.nz

Fees and Financial Information

Exercise Academy provides clear, accurate, and up-to-date information about all fees before enrolment. Full cost information is published on our website and updated whenever changes occur.

Learners can access current fees at: www.sobl.ac.nz

The following costs apply to the NZ Certificate in Exercise (Level 4):

- **Tuition fees:** As listed on the website
- **Non-tuition fees:** Administration and student services fees
- **Materials or equipment costs:** Gym access for practicum, suitable exercise clothing, and any personal learning equipment
- **Compulsory charges:** As listed on the website
- **Refund rules:** See Withdrawal and Refund Policy (pg. 34)
- **Late payment conditions:** Fees must be paid by the due dates listed in the Letter of Offer. Late payment may result in suspension of access to learning systems or termination of enrolment.

Learners acknowledge receipt of fee information when signing the International Learner Application Form and the Enrolment Contract.

Withdrawal and Refund Policy

Purpose of the policy

The purpose of this policy is to provide information to all students, and other interested external stakeholders, about withdrawal and refund policies and procedures that meet the requirements of section 236A of the Education Act 1989.

Policy

Information regarding student fees, refunds and withdrawals from programmes will be displayed in all Student Handbooks and on the website. Students will be advised about Exercise Academy (School of Business) Policy before or at the time of enrolment.

Fee Refund and Withdrawal Conditions

Refund of fees in the case of withdrawal from Exercise Academy courses are detailed below. Please refer to the NZQA Student Fee Refund Entitlements Flow Chart at the end of this section (this is also available on the NZQA website www.nzqa.govt.nz).

Course length between 5 and 13 weeks (35 days – 3 months)

Scenario	Conditions
Withdrawal of learner prior to course commencement or within the first 5 days of course commencement	Full refund less administration fee (up to 10% of course fees) based on actual expenses incurred
Withdrawal of learner after 5 days of course commencement	No refund, unless exceptional circumstances proven
Cancellation by the provider of a course before or during the course	Unexpired portion of fees (determined on a pro-rata basis) refunded
Insolvency, regulatory closure or withdrawal of accreditation of Exercise Academy	According to NZQA Student Fee Protection Rules 2013 and as per Public Trust policies
Termination of enrolment by Exercise Academy	No refund

Course length of more than 3 months (greater than 13 weeks)

Scenario	Conditions
Withdrawal of learner prior to course commencement or within the first 8 days of course commencement	Full refund less administration fee (up to 10% of course fees) based on actual expenses incurred
Withdrawal of learner after 8 days of course commencement	No refund, unless exceptional circumstances proven
Cancellation by the provider of a course before or during the course	Unexpired portion of fees (determined on a pro- rata basis) refunded
Insolvency, regulatory closure or withdrawal of accreditation of Exercise Academy	According to NZQA Student Fee Protection Rules 2013 and as per Public Trust policies
Termination of enrolment by Exercise Academy	No refund

Note: Course Cancellation: School of Business reserves the right to cancel any course due to insufficient demand, unavailability of suitable staff or facilities or any other reason

Refunds if Your Visa is Declined

If your student visa application is declined by Immigration New Zealand, you are entitled to a refund of all tuition fees paid, minus the non-refundable administration fee stated in your Student Enrolment Agreement. You must provide official written evidence of visa refusal for the refund to be processed. This refund condition is required under Clause 46(2)(a) of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

Refunds are processed once SBL receives written confirmation of the visa decline from Immigration New Zealand within 10 business days. No additional fees or penalties apply.

Protection of Student Fees

Exercise Academy (School of Business) uses a Trust account with Public Trust for the protection of fees paid by students. Public Trust is an approved provider of Student Fee Protection services by NZQA.

Fees paid by students are directly deposited into a Public Trust student trust account. Fees for each student are accounted for separately. The Public Trust releases funds to the Exercise Academy (School of Business) throughout the duration of the course, each month after the student receives tuition. The monies are audited separately on an annual basis.

The student fees trust account protects the fees for the whole length of a course. In the unlikely event that Exercise Academy (School of Business) is unable to complete delivery of the course, students will be reimbursed for the weeks of the course that cannot be delivered. In addition, Exercise Academy (School of Business) will help the student to enroll with another provider offering a similar course. Details of credits gained towards a qualification will be transferred to the new provider.

How Your Fees Are Protected

Exercise Academy uses an approved Student Fee Protection mechanism to ensure your fees are secure. This protects you in the event of:

- provider closure
- programme closure
- financial failure

You will either receive a refund or be placed in an equivalent programme.

Withdrawal Process

Students wishing to withdraw from courses must complete the Course Withdrawal Request Form and make an appointment with the Academic Manager to discuss their withdrawal, any refund of fees, and any other implications that may apply.

Refund Requests are approved or declined by the Managing Director, or nominee, based on the refund and withdrawal policy detailed above. Requests for refunds, beyond the refund period, will be considered at the discretion of the Managing Director or nominee.

Voluntary Closure or Course Cessation

In the event that the School of Business voluntarily closes or ceases to offer a course in which students are enrolled, a refund of at least the amount of a pro- rated fees rate will be made to the affected students within 5 working days from the date of the closure or cessation.

Administration Fee for Early Withdrawal

In the event of a withdrawal of a learner prior to course commencement or within the first 8 days of course commencement of the Level 4 New Zealand Certificate in Exercise, the learner will receive a full refund of fees paid less $50.00 administration fee

For more information go to https://www2.nzqa.govt.nz/about-us/rules-fees-policies/nzqa-rules/student-fee-protection-rules-2022/

Appendix – List of Key Policies & Procedures

The following policies support your rights, responsibilities, and wellbeing while studying with Exercise Academy:

- Learner Information Policy
- Student Support & Wellbeing Policy
- Health & Safety Policy
- Complaints & Concerns Procedure
- Termination of Enrolment Procedure
- Attendance & Engagement Policy
- Attendance & Monitoring Procedure
- Withdrawal & Refund Policy
- Student Fee Protection Policy
- Critical Incident & Emergency Procedure
- Code of Conduct
- Pastoral Care Process
- Insurance Verification & Checklist Procedure

These policies are available on request or through your online course platform.


exercise academy
BY THE SCHOOL OF BUSINESS