

pilatesITC
international training centre



Student Handbook

**DIPLOMA OF PROFESSIONAL PILATES INSTRUCTION (10537NAT)
AND CERTIFICATE IN PILATES MATWORK INSTRUCTION
INTENSIVE DELIVERY**

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1. INTRODUCTION TO PILATESITC

PilatesITC (Pilates International Training Centre) is owned and operated by PilatesITC Pty Ltd, and delivers educational training for professionals in the Pilates Industry. PilatesITC Pty Ltd is a Registered Training Organisation (RTO No. 40941), and delivers competency based professional Pilates qualifications, recognised by the Australian government under the Australian Qualification Framework (AQF).

PHILOSOPHY OF PILATESITC

It is our belief that undertaking the Pilates Method as a way of life will create the best possible wellness in body, mind, soul and spirit.

A fully trained teacher must have practical knowledge of the complete exercise system, including its philosophy and purpose, the primary goal of each exercise, and an ability to modify the exercises without losing their main intent. He/she must be able to accurately assess a client's posture and movement patterns, understand what the client is doing in a session, and build an appropriate, client specific program. He/she must also be able to pace the work out for an effective movement experience, communicate specific, applicable corrections, and use appropriate hands on ability.

It is vital that an instructor has thorough training, logic, adaptability and a really good 'eye.' That is, develop an intuitive sense of appropriate exercise prescription. This takes time, hence the necessary requirement of many hours of practical work experience/clinical placement in the course. It is the aim of PilatesITC to foster the knowledge, skills and application of the method for each course participant, in order to allow each graduate to develop their particular style within this approach, yet have a formal structure and understanding of teaching the Pilates Method that is second to none. We will assist and support each participant to the best of our ability so that each graduate will have the required tools and understanding to be the most competent and happy teacher they can be.

ABBREVIATIONS AND NOTES

- PilatesITC is the abbreviated term for Pilates International Training Centre.
- PilatesITC Pty Ltd is the company (ABN: 19 160 047 674). The CEO is Sally Anderson.
- All monetary amounts listed in this material, are in Australian dollars.
- Students will be required to meet the terms and conditions of the course/s in which they are enrolled. These courses are not a guarantee of employment in the Pilates or related industries such as fitness and health. However, holding a formal, government recognised Pilates qualification is highly regarded by studios when employing instructors. PilatesITC seeks to offer guidance and support for graduates of the qualifications.

QUALIFICATIONS AND EXPERIENCE OF PILATESITC'S FACULTY

All faculty members are highly trained and experienced Pilates professionals. Members of faculty are required to hold:

- Certificate IV Training & Assessment (TAE), or equivalent;
- Advanced Diploma of the Pilates Method (10538NAT) / Diploma of Professional Pilates Instruction (10537NAT), or equivalent;
- In addition: Relevant degrees as appropriate to their area of delivery (dance, human movement, physiotherapy, osteopathy, medical science, health science, adult learning); and,
- Full membership with the Pilates Alliance Australasia (PAA) at level three or higher (equivalent to 7000 hours Pilates industry experience post attainment of qualification).

2. PILATESITC POLICIES

MISSION STATEMENT

Our mission is to provide quality Pilates Method education and to prepare our students for a fulfilling, professional career. We are committed to upholding our tradition of providing excellence of education in the Pilates Method and holistic movement practices.

CODE OF PRACTICE

The PilatesITC Code of Practice is outlined in full at the end of this Handbook. All students are expected to abide by the Code of Practice.

ACCESS AND EQUITY POLICY

PilatesITC provides assistance to all clients to identify and achieve their desired outcomes. PilatesITC is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

PilatesITC promotes a learning environment that is free from discrimination and harassment including unsolicited approaches, comments or physical contact of a sexual nature, victimisation, bullying and racial vilification.

RTO STANDARDS

PilatesITC Pty Ltd (RTO No. 40941) is assessed against the Standards for Registered Training Organisations (RTOs) 2015, and registered by the Australian Skills Quality Authority (ASQA) to provide national qualifications.

RTO OBLIGATIONS

PilatesITC is responsible for and committed to ensuring the quality of its training and assessment in compliance with the Standards for Registered Training Organisations (RTOs) 2015. PilatesITC is also responsible for the issuance of AQF certification documentation in accordance with the Standards for Registered Training Organisations (RTOs) 2015.

3. PILATES QUALIFICATIONS: INTENSIVE DELIVERY

DIPLOMA OF PROFESSIONAL PILATES INSTRUCTION (10537NAT)

The Diploma is seen as entry level into the Pilates industry and is designed to reflect the role of those who can work autonomously within the defined range of practice, and under limited supervision. It provides the practical skills and knowledge necessary to work as a Pilates Studio Instructor, teaching comprehensively the Pilates Mat and Studio work to a variety of clients.

CERTIFICATE IN PILATES MATWORK INSTRUCTION

The Certificate in Pilates Matwork Instruction is a non-accredited course is made up of units drawn from the Diploma of Professional Pilates Instruction (10537NAT). It is seen as entry level into the Pilates Matwork industry and is designed to reflect the role of those who can work autonomously within the defined range, and under limited supervision in a group fitness or studio Matwork environment.

4. WHO RECOGNISES MY QUALIFICATIONS?

The Advanced Diploma and Diploma courses are nationally accredited qualifications through the Australian Skills Quality Authority (ASQA). The courses are also recognised by the Pilates Industry bodies the Pilates Alliance Australasia (PAA), the Pilates Method Alliance (PMA) USA, and by Exercise & Sports Science Australia (ESSA).

5. ESSENTIAL ENTRY REQUIREMENTS

Minimum pre-requisite requirement for entry into the Diploma and Matwork Instructor Programs is attainment of HSC or equivalent.

LANGUAGE AND LITERACY

In addition to the above, applicants from a non-English speaking background are required to have a minimum standard of English language proficiency to undertake the theoretical study involved in this course. The level of English language proficiency specified as appropriate for students of non-English speaking background is prescribed in the following rating systems and is comparable to the ratings used by TAFE colleges for overseas students enrolling in accredited training programs:

- Test of English as a foreign language (TOEFL) 540
- International English Language Testing System (IELTS) 5.5
- International Second Language Proficiency Rating (ISLPR) 2

Applicants requiring assistance with language development will be advised of available bridging programs through ACE, TAFE or English language schools.

In accordance with the principles of access and equity, students may make an application for flexible entry to the course when entrance requirements have not been met. Applications for flexible entry are assessed by the Training Manager, in agreement with the Directors, and students are provided with a Flexible Entry Report. Students who do not meet requirements, but are allowed entry by the Training Manager may be required to complete pre-course tasks and assessment. Students who gain entry in a flexible manner are enrolled pending completion of any requirements as set out in the Flexible Entry Report.

6. THE COURSE FEES

PilatesITC offers a range of ways to assist students financing their studies. Courses fees are outlined in the enrolment form and the Course Information Booklet.

Course cost inclusions

- Attendance at scheduled contact days
- Attendance at scheduled practicum intensives
- PilatesITC student manuals and online materials.
- Where required course logbooks, assessments*, and ongoing monitoring. (*up to two assessment attempts at any one assessment (after which additional fees apply).
- Student clinics
- Affiliate network for mentoring and information sharing.

Extra costs (additional to course fees)

- Supervised workouts as indicated in mandatory requirements (approximately \$900 at student rate over duration of Diploma).
- Student membership with the Pilates Alliance Australasia (optional).
- Required texts (approximately \$200-\$250).
- Where required, private tutorials with PilatesITC Faculty (approximately \$150 per hour).
- Assessment re-sit fee of \$150 (*applies only after two attempts at any one assessment).
- Personal sundries, extras, travel and accommodation.

REFUND POLICY

PilatesITC gives all students a two-week cooling off period, from receipt of their signed Enrolment Form, in which he/she may decide not to go ahead with enrolment. If the applicant decides to take advantage of the cooling off period any course fees paid will be refunded minus a \$200 withdrawal fee. After the cooling off period has expired there will be no refund allowed on course fees paid unless exceptional circumstances* can be substantiated in which case any refund will be considered by management on a case-by-case basis.

Following commencement of the course no course fees paid will be refundable and all payment schedules must be honoured by the student, or the student's parent/guardian, unless exceptional circumstances* can be proved. Any refund approved by management after the cooling off period due to exceptional circumstances, will be at management's discretion depending upon the extent of course delivery and assessment already undertaken, excluding the \$1,500 enrolment deposit.

PilatesITC advises all students to select their course carefully, as we cannot accept responsibility for changes in student's personal circumstances or work commitments, which may occur after the commencement of the course.

**Exceptional Circumstances would include debilitating illness, bereavement or tragedy within immediate family or similar extenuating circumstances, but does not include reasons such as heavy workload, personal circumstances (i.e.: moving house/location, tired, lack of time etc.), minor medical ailments, computer issues or similar.*

CREDIT POLICY

All fees and payments are subject to PilatesITC payment policy being:

Following commencement of the course no course fees paid will be refundable and the student or student's parent/guardian must honour all payment schedules. The payment schedule will be considered legally binding as per the signed PilatesITC Enrolment Terms and Conditions.

Any fees that are not paid within 7 days following the scheduled payment date will attract a 2.5% penalty fee, unless an alternative payment arrangement has been negotiated with the Training Manager and/or a Director. Should a scheduled payment still not be paid within 21 days of the scheduled payment date, the payment will attract a 5% penalty fee (unless priorly negotiated with the Training Manager/Director). Penalty fees will continue to rise by 5% for every 21 day term if the payment remains unpaid without the Training Manager and/or Director's prior arranged consent.

Payments will be considered delinquent payments if remaining unpaid for 30 days and over. At 30 days overdue late payments will result in suspension from the course. At 60 days overdue the delinquent payment will be handed to legal advisors for communications. At 90 days the delinquent payment will be reported to credit reporting agencies. All communications regarding late and delinquent payments will be recorded.

7. PLANNING FOR TRAINING

The Diploma of Professional Pilates Instruction (10573NAT) is a Competency-Based Training Course. Competency-Based Training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. Delivery of training may occur in a variety of forms to ensure an overall understanding of all skills and knowledge is available. Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as required by the industry. Assessments through these courses will require students to complete a variety of written work, practical demonstrations, assignments and practical work experience.

8. COMPLETION OF PROGRAM

INTENSIVE DELIVERY FORMAT

Delivery of the Diploma of Professional Pilates Instruction (10537NAT) (including the Certificate in Pilates Matwork Instruction) Intensive Program, is through a combination of directed distance learning (online and workbooks), off-the-job contact (face-to-face workshops and contact sessions), on-the-job professional work experience (observation, training studio and real time assistant teaching completed through scheduled practicum intensives), and self-directed learning (including self-study and self mastery).

Participants will be required to work from PilatesITC online materials and/or theory workbooks, and Repertoire workbooks, in conjunction with required texts, to complete the distance learning aspects of the course. Contact sessions, workshops and practicums will be face-to-face.

TIMEFRAME FOR COMPLETION

The Intensive Delivery Program is a Full Time program to be completed within 7 months. You are required to attend all contact sessions, workshops and practicums as specified in your enrolment plus maintain regular distance learning and self-directed learning hours (including self-mastery) as outlined in the Course Schedule.

9. STRUCTURE OF HOURS

The hours required for Work Experience, Distance Learning, Contact and Self-Directed Learning, are structured as:

WORK EXPERIENCE HOURS (WE)

Work Experience hours are practical hours devoted to applying the course content in a studio environment. Work Experience consists of observation and teaching type hours. See Work Experience below for further information.

DIRECTED DISTANCE LEARNING (D)

Participants will be issued with PilatesITC online materials (which include videos of all the repertoire), assessment tasks and repertoire workbooks. These materials provide the course content; theory and knowledge students are required to learn as part of program.

CONTACT HOURS (C)

Contact hours include formal face-to-face delivery workshops, lectures and tutorials.

SELF-DIRECTED LEARNING (SDL)

Self Directed Learning (SDL) hours include self-review and self-mastery hours. Self-review hours are set homework or learning tasks, self-guided tutorials, self-study and time spent practising repertoire on the equipment. Self-mastery hours are workout hours – either supervised (S) or unsupervised (US). Students are expected to maintain a schedule of workouts at a minimum of two per week for the duration of the course, with a minimum of one of these weekly workouts being supervised by a qualified instructor. As outlined in the enrolment and course information, the cost of supervised workouts is additional to the course fees and students will be offered a student discount rate at any PilatesITC studio.

BREAKDOWN OF COURSE VOLUME

The courses are made up of nominal (approximate) hours and are broken down as follows:

Diploma of Professional Pilates Instruction (10537NAT)				
Work Experience (WE)	Distance Learning (DST)	Contact (C)	Self-directed (SDL)	Total
250 hours (200 teaching via practicums; 50 observation)	500 hours (online, workbooks and assessment tasks)	50 hours (face-to-face workshops)	350 hours (self mastery and self review)	1150 hours

Certificate in Pilates Matwork Instruction (units from Diploma)				
Work Experience (WE)	Distance Learning (DST)	Contact (C)	Self-directed (SDL)	Total
100 hours (80 teaching via practicums; 20 observation)	150 hours (online, workbooks and assessment tasks)	20 hours (face-to-face workshops)	100 hours (self mastery and self review)	370 hours

10. MANUALS AND COURSE MATERIALS

All students will be issued with PilatesITC course materials (workbooks and online materials). The cost of these materials is included in the course fees. Students will be required to read and purchase compulsory further texts as listed below for the study of the course. The costs of additional reference materials, and textbooks are not included in the course fees.

Required Texts are:

Diploma of Professional Pilates Instruction

- The Anatomy of Movement by Calais-Germain
- Return to Life Through Contrology by J H. Pilates & Miller

*Students studying the Matwork Certificate and other short courses drawn from the Diploma are required to purchase these texts.

The recommended reading list provided below and noted throughout the courses, offers further relevant texts that will assist learning and comprehension of the course. It is recommended that each student select materials to purchase from this list for their learning benefit.

Diploma:

- Kendall/McCreary/Provance. Muscles Testing and Function.
- Cash, Mel. The Pocket Book of Anatomy
- Friedman. P & Eisen G. The Pilates Method of Physical and Mental Conditioning.
- Siler, Brooke. The Pilates Body.
- Hinkle, Carla Z. Fundamentals of Anatomy and Movement.
- King, Bruce. Rules of the Bones
- Shealy, C Norman. MD. PhD. The Complete Illustrated Encyclopedia of Alternative Healing Therapies.
- Thompson, Clem W. Manual of Structural Kinesiology.

11. STUDENT SUPPORT SERVICES

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at PilatesITC will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to provide a positive learning experience.

Whilst all staff employed by PilatesITC are able to provide support to all students, the Trainers and Training Manager have responsibility to provide support to all students and are available on an appointment basis. Students can contact the Trainers and/or Training Manager via Administration and an appointment will be organised as soon as practical.

12. AFFILIATE NETWORK FOR MENTORING, PLACEMENT AND INFORMATION SHARING

We aim to assist students in receiving desired contact with experienced and qualified tutors to guide their learning, and allow expertise to flourish. Contact with our tutors is available for all students upon request, and private tutorials can be arranged upon request. A \$150 private tutorial fee will apply.

We have a network of affiliate studios where students may undertake hours to develop their skills, as well as our headquarters where all students are welcome to attend course components, regardless of where they commenced their studies. It is our approach that students will become part of our network of information sharing and skills development during the course and after graduation.

13. WORK EXPERIENCE PLACEMENT GUIDELINES

All students are required to complete work experience as part of their course. Work experience hours are practical hours devoted to applying the course content in both real and simulated environments. Work experience consists of both observation and teaching type hours. All work experience hours must be logged on the PilatesITC Log Sheets provided when you enrol and signed off by your supervising instructor.

Students will be required to complete observation type work experience hours within a real-studio setting to see first-hand how Pilates studios/classes operate, and qualified instructors teaching a variety of different bodies. Students are responsible for organising their own observation hours with the PilatesITC training centre or other approved studio. Students may also complete a percentage of their observation hours online, via Pilates Anytime (approved instructors will be advised upon enrolment).

In addition to observation hours, students are required to complete teaching work experience hours under the guidance of a supervisor. Teaching hours provide opportunity for students to practically apply what they are learning in a controlled environment, with guidance, feedback and support from a PilatesITC qualified supervisor. Teaching hours will be completed through scheduled practicum intensives. Practicum Intensives are intensive blocks of practical training that provide experiential work placement tasks, feedback and instruction in a simulated work environment. Students are guided and mentored through application of the course content. Each hour of Practicum Intensive provides 4 hours of logged Work Experience (WE) hours per hour attended. For example, a 5 hour Practicum Intensive gives 20 logged WE hours.

Students unable to attend any of the scheduled Practicums are required to make-up the hours at the PilatesITC training centre or other approved studio, where they are completing observation.

Students requiring flexible work experience arrangements due to location, or other personal circumstances, are to apply in writing, directly to the Training Manager. Applications for a flexible arrangement need to outline the reasons for the arrangement and a proposed plan for completion of work experience hours. Should the arrangement be accepted, the Training Manager and/or a Director will provide approval in writing.

It is imperative that students understand that all training centres and work placement sites are real businesses that are providing students with the opportunity to observe and work with qualified Pilates instructors. Students are expected to take work experience hours seriously and act professionally as if they were a qualified instructor. Students must commit to their work experience shifts as arranged with their studio, and provide a minimum 24 hours notice if they are unable to attend their shift due to unforeseen circumstances. Please refer to the Work Experience Guideline document for how to behave in the studio.

As part of their participation and work experience, all students will be required to undertake client administration, and equipment and studio care duties (i.e. cleaning equipment after each client).

Students wishing to take workout sessions must do so outside their observation times and are required to pay the rate per session as advise by the training centre/work placement site

In the event that a student does not demonstrate competency in any area of the course, they may be required to undertake additional work experience hours, or private tutorials with a PilatesITC tutor at an additional cost.

NOTE: Students undertaking the Diploma and Matwork Instructor programs will not undertake employment as a Pilates instructor of any nature until they have successfully graduated from the program. Whilst undertaking work experience at approved WEFS, all students are covered under their Professional Indemnity/Malpractice Insurance.

14. WORK EXPERIENCE SITES

As an RTO, PilatesITC has a legal duty of care to students, and needs to ensure that Pilates workplaces are suitable for a work placement student. PilatesITC ensures that all approved work placement sites comply with relevant state/territory WHS regulations and codes of practice. Students on a work placement must be informed about the work related risks and it is the sites duty to inform them. Students are required to complete all course work experience hours at a PilatesITC training centre, approved host centre or approved nominated work placement site.

Students wishing to conduct their work experience hours at a non-PilatesITC site are required to make an application to PilatesITC for external placement which will be processed on a case-by-case basis. Any applications will require the studio to send written confirmation to support the students application and verify that they hold appropriate WHS policies and procedures and insurances for working with students. Please contact administration for more information.

15. STUDENT CLINICS

Student clinics are facilitated by a PilatesITC faculty member and provide students with the opportunity to ask questions, gain information and feedback, discuss programming and application, review and refine repertoire and work together on learning tasks.

These clinics do not provide for Work Experience (WE) logged hours but offer support to students in their learning. Student clinics are held monthly and are free to enrolled students.

16. INDUSTRY ASSOCIATION

The Pilates Alliance Australasia (PAA) is the peak professional body for recognition and registration of Pilates professionals in Australia. The PAA is a not-for-profit organisation established by the Pilates industry as an independent regulatory body for control of quality and integrity within all approaches to the Pilates Method. The PAA has developed course competency criteria and guidelines aimed at maintaining the highest standard of Pilates Training programs within Australasia.

All Students are recommended to register for a Student Membership (or higher) with the Alliance. PilatesITC will administer Student Membership application forms upon confirmation of enrolment. Students of PilatesITC are eligible for a discounted rate. Application forms with payment are to be submitted directly to PilatesITC. For further information on the PAA see www.pilates.org.au.

Graduates of the Matwork Program will be eligible for Matwork Membership, graduates Diploma will be eligible to upgrade their membership to a Level 1 Instructor (Full Membership), and graduates of the Advanced Diploma as a Level 2 Member. It is recommended that each graduate take up membership with The Alliance immediately upon graduating.

17. ASSESSMENTS: SUBMISSION, RE-SITTING AN APPEALS

A variety of assessment methods are used in alignment with the principles of competency based training. Where possible, PilatesITC makes available reasonable adjustments in assessments for individual needs. A detailed explanation of the assessment requirements for the course is provided in the 'Course Induction' and 'Course Schedule' issued upon enrolment.

Assessment results will be notified in writing to the student within six to eight weeks of the assessment being carried out. No results will be given out over the telephone. The Transcript for the Diploma course allows for only 'Competent' or 'Not Yet Competent' on completion of each unit of competency. However, grades may be given on assignments as an indication of the student's performance.

All students will be issued a "Pending" result for their course until their Work Experience log-sheets are submitted as outlined in the 'Course Induction' and 'Course Schedule'.

ASSESSMENT SUBMISSION

Students are responsible for ensuring that assessment tasks are successfully submitted. The due date is the final date that assessment tasks will be accepted.

Completed assessment tasks should be submitted under cover of the Assessment Submission Form that is given out with each Assessment Task Sheet. All assessments are to be submitted in a typed, double-spaced format, preferably by email to assessments@pilatesitc.edu.au, or uploaded to PilatesITC dropbox account info@pilatesitc.edu.au, or on a USB drive via post. PilatesITC will not accept assessments in hard-copy.

Assessments submitted or taken after the due date will incur a \$60 late-marking fee for each assessment item, or a \$150 fee for face-to-face assessment taken outside the scheduled time, unless management has approved an extension. This late marking period will last for 30 days. Should there be any overdue components after this 30 day period, without prior approval, students will be marked as

'incomplete' alongside the relevant units of competency. Students who are marked as 'incomplete' and later wish to continue with their studies may be required to submit further assessment, re-enrol in units of competency or re-enter the program, for which further fees will apply.

RE-SITTING OF ASSESSMENTS

Students will be limited to two attempts at each assessment or examination (including the first or original attempt). If after 2 attempts, competency has not been achieved, an additional fee of \$150 per assessment attempt will be incurred to be able to resit the assessment.

ASSESSMENT APPEALS

Re-assessments may also be the result of a participant appealing against the outcome of a previous assessment decision. Please refer to section titled Grievances, Complaints and Appeals for the appeals procedure.

18. EXTENSION OF TIME FOR SUBMISSION OF ASSESSMENT TASKS

Due to the intensive schedule for this delivery format, no extensions will be granted at any stage, unless extreme extenuating circumstances can be proved.

(Extreme extenuating circumstances would include debilitating illness and bereavement or tragedy within immediate family. Extensions will NOT be granted for reasons such as heavy workloads, personal circumstances (i.e. moving house, tired, lack of time etc.), holidays, computer or printer problems or minor medical ailments).

Applications for an extension must be made on the Application For Extension Form, available from Administration, and must be supported by appropriate and reasonable evidence that an extension is required (e.g. a doctor's certificate).

Assessments submitted after the arranged due date will incur a \$60 late-marking fee for each assessment item, or a \$150 fee for face-to-face assessment taken outside the scheduled time. Should there be any overdue components after the final assessment submission date, students will be marked as "incomplete" alongside the relevant units of competency. Students who are marked "incomplete" and later wish to continue with their studies may be required to submit further assessment, re-enrol in units of competency or re-enter the program, for which further fees will apply.

19. ACADEMIC MISCONDUCT

Students are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct.

DEFINITIONS

Plagiarism: Is the act of presenting another person's work as your own, and failing to acknowledge that the thoughts, ideas or writings are of another person. Specifically it occurs when:

- Other people's work and/or ideas are paraphrased and presented without a reference.
- Other student's work is copied or partly copied.
- Phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a webpage.

Cheating: Is to act dishonestly or unfairly in connection to an assessment conducted by the RTO.

To avoid plagiarism and/or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignments.
- You must not copy someone else's work and present it as your own.

Trainers and Assessors will check student's work for any plagiarised content or cheating that has occurred, and will conduct verification checks with students to confirm work submitted is the student's own. Please uphold the integrity of PilatesITC and avoid cheating or plagiarising.

20. ATTENDANCE

Completion of ALL contact sessions and practicums (over specified dates and times) is compulsory. If a student cannot make a contact session for any reason, they may seek approval from the Training Manager and/or a Director, and will be required to make-up the time via private tutorial or within the studio for work experience. If the contact day is made up in a tutorial situation, a tutorial fee of \$150 per hour of contact with a Faculty Member will apply.

Non-attendance at any contact day without prior approval due to sudden illness or emergency will be allowed given appropriate circumstances. In the case of illness, a more than one-day absence will require a medical certificate.

21. DEFERMENT

Due to the intensive schedule for this delivery format, NO deferments will be granted at any stage, unless extreme extenuating circumstances can be proved.

(Extreme extenuating circumstances would include debilitating illness and bereavement or tragedy within immediate family. Extensions will NOT be granted for reasons such as heavy workloads, personal circumstances (i.e. moving house, tired, lack of time etc.), holidays, computer or printer problems or minor medical ailments).

Applications for deferment must be made on the Application for Deferment Form, available from Administration, and must be supported by appropriate and reasonable evidence that deferment is required (e.g. a doctor's certificate).

Deferment will be granted at the discretion of the Training Manager and/or a Director.

Students approved for deferment may defer for up to one year at no additional cost in exceptional circumstances. Student deferring for more than one year will have to pay an additional fee when they recommence the course – that fee to be determined by the Directors and Training Manager according to the time and circumstance of the recommencement. Students who defer for more than one year may be required to re-attend contact sessions at a cost of \$300 per session. Additionally, a student who defers for a substantial period of time may be required to complete additional hours of WE or SDL to achieve competency. A student who has finished the modules, but not yet undertaken their assessments may defer that assessment for a reasonable time, with such time not exceeding six months. Deferment of assessment must be negotiated with the Training Manager and/or a Director. No qualifications can be provided to the student until that assessment or examination has been successfully completed.

PAYMENT PLANS AND DEFERMENT: Course fees paid will not be refunded upon deferment of the course. Any unpaid course fees that have not come due according to the agreed payment schedule may be deferred until recommencement of the course within the year. Any late fees remaining unpaid as per the agreed schedule will be required to be paid regardless of deferment, and will accrue late penalty fees as outlined in PilatesITC Credit Policy. Students will be expected to recommence payments one week prior to resuming their studies. Payment requirements in relation to deferment will be advised to the student in writing upon deferment.

22. PILATESITC FACILITIES AND RESOURCES

STUDY AREA

Student study areas may be provided at the training centre for student comfort while studying. Equipment and apparatus may also be provided for use depending on the time of day and client use. Please consult the centre.

MOBILE PHONES

Students must either switch phones off or turn to silence whilst at the training centre or work experience studio. A student may not send or receive electronic messages or answer calls during contact sessions. In the case of a family emergency, a student may advise their Supervisor, on site Faculty Member or Centre Administrator and seek permission to leave their mobile on. If a call comes through, the student is to take the call outside of the centre.

EQUIPMENT

Some small apparatus is available for purchase at administration (i.e. Therabands, Foam Rollers and Ultralites). Recommendations for equipment purchases are available.

23. STUDENT ID NUMBERS AND UNIQUE STUDENT IDENTIFIER

Following enrolment each student will be issued with a PilatesITC specific student ID number. This number is to be shown on all correspondence with PilatesITC and on assessment papers.

In conjunction with the PilatesITC student ID number, students are also required to have a Unique Student Identifier (USI). A USI is a reference number that creates a secure online record of a student's nationally recognised training. It is a requirement by government that all students have a USI. Students can register for a USI at www.usi.gov.au. PilatesITC records student USI's in their Student File.

24. STUDENT FILE

Every student has a file containing copies of all documents and correspondence relating to their enrolment and course progress. Students are responsible for ensuring their personal information is kept up to date and PilatesITC is notified in writing of any changes to name and/or address and/or contact details. PilatesITC will accept no responsibility for failure of communication if the Centre is not notified.

Access by students to their personal and training records is available upon request to the Training Administrator or Training Manager. Students will be required to confirm their identification in order to gain access to their files. Access shall be provided within 2 days of confirming the student's identification. Information that may be accessed includes course progress, personal details, and any relevant details of the student's enrolment that PilatesITC has collected.

25. COPYRIGHT

All materials created by or for PilatesITC Pty Ltd are bound by copyright and/or trademark and subject to legal recourse under the relevant copyright or trademark laws. No use of copyright or trademarked materials or images will be authorised unless expressly agreed in writing by the Directors.

26. SHUT DOWN PERIOD

During the Christmas and New Year period (and other times as necessary) PilatesITC administration will close for a set period. During this period students will not have access to the training centres for observation, self-directed learning and work experience. Reduction of operating hours and close down will be notified in advance. Generally full closure will take place on all public holidays and from 24th December each year through to the commencement of the second or third week of January in the following year.

27. ISSUING OF TRANSCRIPTS, STATEMENTS OF ATTAINMENT & CERTIFICATES

A single qualification will be issued to students upon successful completion of the course being undertaken. An Academic Transcript listing all the units of competency in the course will be attached to the qualification. Students will be issued a Statement of Attainment when only part of the qualification has been successfully achieved or where units have been undertaken individually.

Qualifications and Statements of Attainment will be issued within 30 days after the completion of all course requirements. If a Student requires a Statement of Attainment prior to the Statements for the course being issued, a \$60.00 Administration Fee will apply.

Once a Qualification and/or Statement of Attainment has been issued it is the students responsibility to file safely and make copies. Should PilatesITC be required to retrieve and replace documents, a \$150 Re-issue Fee will apply. PilatesITC Pty Ltd maintains records relating to the issuance of qualifications.

28. ARTICULATION AND CREDIT TRANSFER INTO OTHER COURSES

The Diploma may articulate into other qualifications and in some cases direct credit transfer may be given into Fitness and Health qualifications recognised within the Australian Qualifications Training Framework.

29. RECOGNITION OF PRIOR LEARNING (RPL) AND MUTUAL RECOGNITION

PilatesITC recognises all qualifications conferred by other registered training organisations and will recognise prior learning. RPL information and application forms are available from administration and on the website. Students are considered enrolled from the date the RPL assessment materials have been sent. Details of assessment criteria and guidance notes are made available to assist in preparing for the RPL and current competency assessment. Students who are deemed not yet competent (NYC) in any area will be required to either re-submit or will be asked to enrol in the full program and submit all course assessment items. The Director(s) and the Training Manager carry out assessment of applications for RPL. Recognition of Prior Learning applications close two weeks after course commencement.

30. DIRECT CREDIT TRANSFER

PilatesITC recognises all government recognised (AQF) qualifications or statements of attainment issued by other registered training organisations. Applicants who can demonstrate direct credit transfer will only be required to provide a certified copy of the Academic transcript, which shows a direct match of the unit/s of competency for which credit is sought. If you would like to make an Application for Direct Credit Transfer, please complete the relevant section on your enrolment form or contact Administration for, or download an Application Form for the website.

31. DISCIPLINARY PROCEDURES

Students are expected to display a high level of personal responsibility for their learning process and for their interaction with other students, Faculty members and administrative staff. Anyone displaying inappropriate or dangerous behaviour, will be required to attend a disciplinary meeting to discuss the necessary changes they need to make. An example of such behaviour may be; disruptive class behaviour, late arrival to class or work placement, refusal to follow WHS procedures, irregular attendance, improper presentation and/or untidy appearance during work experience, mistreatment of staff, students or clients, non-compliance with given guidelines.

During the meeting participants will negotiate an agreed plan of action and time scale for reviewing the necessary behaviour changes. If the agreed changes are not implemented, the student may be dismissed from the course. PilatesITC reserves the right to instantly dismiss any student found to be acting unsafely, breaching copyright or breaching confidentiality of clients, staff, other students or PilatesITC, and theft.

32. BREACH OF GUIDELINES AND DISCIPLINARY PROCEDURES

In circumstances where PilatesITC is of the opinion that a student has breached the guidelines outlined in this Handbook or in the Enrolment Terms and Conditions, the following procedures will apply:

FIRST OFFENCE OR CONCERN OVER A RECURRING PATTERN

Counselling

- Counselling on the problem detailing PilatesITC requirements will be provided to the student.
- The student will be given an opportunity to respond.
- PilatesITC will detail any action to be taken to rectify the problem including counselling, further training, workload adjustments and/or improved performance of the student.
- A copy of the counselling details will be kept on the students file.

SECOND OFFENCE OR CONTINUATION OF A RECURRING PATTERN

First written warning

- After counselling, should the student commit a further breach, or continue with a recurring pattern of breaches, the student will be given a written warning by PilatesITC.
- This written warning must specify the nature of the problem, the performance or conduct standards required and a specific period over which the student's progress will be monitored.
- The student will be given an opportunity to respond.
- A copy of warning will be placed on the student's file and a copy will be given to the student.

THIRD OFFENCE OR NO CHANGE IN PATTERN

Final written warning

- After three offences, or no change in a recurring pattern, the student will be given a final written warning.
- The final written warning will clearly state that if certain standards of performance and/or conduct are not met within a specific period of time, the student will be unable to continue with the course.
- The student will be given an opportunity to respond.
- A copy of warning will be placed on the student file and a copy will be given to the student.

DISCONTINUATION FOLLOWING WARNING

Should there be no improvement in the student's behaviour, or if a student commits an offence constituting instant expulsion (as detailed below), PilatesITC will fully detail the student performance and/or conduct, and advise the student that they will be unable to continue the course.

- The student will be given an opportunity to respond.
- If the student's response is not regarded as satisfactory then discontinuance can follow.
- PilatesITC will provide to the student written reasons for the discontinuance.

THE FOLLOWING ACTIONS WILL RESULT IN WRITTEN WARNINGS:

- Incorrect uniform and/or untidy appearance;
- Constant lateness to work experience shifts;
- Mistreatment of equipment or other items;
- Mistreatment of other staff, students or clients;
- Non compliance with PilatesITC or WEFS policies;
- Unsafe work practise; and,
- 'Conflict of interest' circumstances.

THE FOLLOWING ACTIONS WILL CONSTITUTE INSTANT DISCONTINUANCE:

- Theft;
- Smoking on premises;
- Actions endangering staff, students and/or clients;
- Copying or removal from any PilatesITC premises of PilatesITC materials, handouts, manuals, images;
- Reproduction of PilatesITC materials in any form;
- Unauthorised use of any PilatesITC trademarks, patents, images;
- Infringement of PilatesITC copyrights; and,
- Breach of confidentiality.

33. GRIEVANCE, COMPLAINT AND APPEAL PROCEDURES

PilatesITC is committed to the early resolution of complaints and grievances. Any student, potential student, or third party may submit a formal complaint to PilatesITC with the reasonable expectation that all complaints will be treated with integrity and privacy.

Where possible non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue/s. Any staff member can be involved in this informal process to resolve issue/s.

If the grievance is unresolved the person may place a formal complaint/appeal through the following procedure:

- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form', stating their case and providing as many details as possible. This form can be obtained from Administration. All complaints, grievances and appeals received will be acknowledged in writing within 48 hours.
- All formally submitted complaints or appeals are submitted to the Training Manager or directly to a Director. Complaints are to include the following information: Submission date of complaint; Name of complainant; Nature of complaint; Date of the event, which lead to the complaint; Attachments (if applicable).

- The Training Manager will promptly consider the complaint, and either refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days. The complainant will be kept informed of any decisions or outcomes concluded, or processes in place to deal with the complaint. Where the Training Manager considers more than 60 calendar days are required to process and finalise the complaint, the complainant will be informed in writing, including the reasons as to why more than 60 calendar days are required and will be provided with regular updates on the progress of the matter.
- Once a decision has been reached the Training Manager shall inform all parties involved in writing. PilatesITC will act immediately on any substantiated complaint and implement any decision and/or corrective and preventative action that is required.
- Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision PilatesITC must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

All students have the right to appeal decisions made by PilatesITC where reasonable grounds can be established. The areas in which a student may appeal a decision include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment.
- Or any other conclusion/decision that is made after a complaint has been dealt with by PilatesITC in the first instance.

Persons may appeal a decision through the following procedure:

- To activate the appeals process the student is to complete a 'Complaints and Appeals Form' and include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Training Administrator, Coordinator or Training Manager.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged. The Training Manager shall ensure that PilatesITC acts on any substantiated appeal. Where the Training Manager considers more than 60 calendar days are required to process and finalise the appeal, the appellant will be informed in writing, including the reasons as to why more than 60 calendar days are required and will be provided with regular updates on the progress of the matter.
- For appeals relating to a decision or outcome of a formal complaint the Training Manager shall determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- For appeals relating to assessment decisions the Training Administrator shall advise the Assessor and where appropriate the Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Assessor shall complete a written report regarding the re-assessment outlining the reasons why competency was or was not granted. If this outcome is still not to the student's satisfaction the Training Manager shall be notified and shall seek details from the Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third-party. The third-party shall be another Assessor appointed by PilatesITC.
- In all appeals the student shall be notified in writing of the outcome with reasons for the decision. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcomes. The student is required to notify PilatesITC if they wish to proceed with the external appeals process.

External Appeals: If the student is still not satisfied with the complaint/appeal decision they may request that the matter be further reviewed by an Independent Adjudicator. The selection of an Independent Adjudicator shall be managed by the CEO or Training Manager and be by mutual agreement with the complainant. All Independent Adjudicator outcomes will be notified in writing to the complainant and Training Manager.

34. ANTI-DISCRIMINATION, SEXUAL HARASSMENT & PRIVACY OFFICER

PilatesITC is committed to implementing Anti-Discrimination policies and procedures, providing equal opportunity to all our students, respecting our student's privacy and providing a respectful and enjoyable workplace and learning environment. Clients, colleagues, fellow students and faculty members are not allowed to offend, humiliate, sexually harass or intimidate PilatesITC students at any time. The Training Manager (TM) has been appointed the Sexual Harassment, Anti-Discrimination and Privacy Officer at PilatesITC. The TM will endeavour to resolve any complaints you may have in relation to sexual harassment or discrimination or privacy. Any complaints will be treated with the utmost confidentiality, fairness and respect for those involved in any dispute.

If you feel that someone is treating you in an inappropriate manner or harassing you, please report this behaviour to the TM as soon as possible. You can either make a direct appointment, or fill in a 'Complaints and Appeals Form' (available from Administration). Clients who behave inappropriately toward students will be refused service if circumstances warrant such refusal. Other arrangements can also be made in appropriate circumstances. It is important that any behaviour by a client that makes you feel uncomfortable during a shift is reported immediately to your Supervisor and at an appropriate time to the TM.

Students are also able to discuss any issue in this regard with the Directors at any time, either by making an appointment or providing the Directors directly with a Grievance Form. Grievance and complaint procedures are in place to protect students from inappropriate behaviour.

35. EQUAL OPPORTUNITY

PilatesITC is an equal opportunity organisation and as such is committed to implementing Equal Employment Opportunity guidelines as provided by the Human Rights and Equal Opportunity Commission and the Anti-Discrimination Board. PilatesITC does not take any account of your sex, marital status, pregnancy, race, age, disability, homosexuality or transgender (trans-sexuality), and is committed to assessing students on the basis of merit only. The Training Manager (TM) has been appointed the Anti-Discrimination Officer. If you feel that you have been discriminated against, either directly or indirectly, for any of these reasons, you should make a complaint using the Grievance Form, or make an appointment with the TM. Copies of a Grievance Form are available from Administration upon request. Complaints can also be made directly to a Director. There are grievance procedures in place to resolve any issue that you may have in this regard.

36. WHS (WORK HEALTH AND SAFETY)

PilatesITC considers the work health and safety (WHS) and welfare of its staff and students to be of the utmost importance. The organisation takes all "reasonably practicable" steps to provide and maintain a safe and healthy workplace and learning environment.

PilatesITC ensures the health, safety and welfare of students by:

- Requiring that students undertaking WE hours at a PI Studios or WEFS are monitored by a Senior member of staff and allowing other students to work in a safe environment free from risks to health and safety.
- Providing and maintaining the equipment and systems of work that are safe and without risk to health.
- Providing instruction, information, training and supervision necessary to ensure the health and safety of students.
- Requiring that PI Studio's and WEFS maintain the workplace in a safe condition and providing and maintaining safe entrances and exits.

All Students should:

- Comply with WHS instructions and directions.
- Take action to avoid, eliminate or minimise risks.
- Report hazards to the Senior Staff member, if instructing on the floor, or otherwise to the Centre Administrator.
- Make correct use of safety devices and protective equipment (particularly shoes).
- Seek advice or additional information where necessary, particularly when carrying out unfamiliar work.
- Wear appropriate protective equipment, particularly shoes, at all times.
- Inform the Centre Administrator if they have any concerns about potential hazards.

- Be familiar with evacuation and emergency procedures.

Students should not:

- Interfere with or misuse things provided for the health, safety or welfare of other staff at work.
- Obstruct attempts to prevent a serious risk to the health or safety of other Students at work.
- Deliberately create a risk to the health safety and welfare of other Students with the intention of creating a disruption of work.
- Ignore guidelines and protocols for dress, presentation, or work tasks.

If a student continues to engage in unsafe work practices, after counselling and directives, disciplinary action resulting in discontinuance, may occur. A student may be suspended from the program (including Work Experience shifts) or training at any time if they breach WHS guidelines. Such suspension will last only until PilatesITC provides counselling and further training.

37. PRIVACY AND CONFIDENTIALITY

PilatesITC treats the privacy of its students, clients and employees very seriously as a matter of respect for each person's fundamental right to privacy of their personal information. During the period of training/education with PilatesITC, or at any time thereafter, you are not to disclose any unauthorised personal confidential information relating to students, staff or clients of the company, except where required to do so through law. The Training Manager has been appointed the Privacy Officer at PilatesITC.

All files and materials produced, created, stored, retained or in any way related to PilatesITC and work experience activities at WEFS, must not be disclosed in any form by students, trainees or employees. Student files are highly confidential and are not for general access. Students enquiring about information within their own files should see administration. No details of a student's enrolment or assessment will be released or discussed with any person (including family members) other than the student, unless PilatesITC has express permission in writing from the Student.

PilatesITC manuals, handouts and documents are not for general use or access. PilatesITC and WEFS office files, program files, or materials are not for general use and must not be accessed by students. Client programs are strictly for use a work experience sites and should not be taken off the premises.

Staff of PilatesITC should expect that all personal information be treated confidentially and not provided to any organisation nor released in any other way without the Staff member's permission. Should you have any concerns that your privacy has not been respected, you should fill in a Grievance Form, or you can complain directly to the Training Manager.

38. TRAINING EVALUATION

PilatesITC fully appreciates and acts accordingly to any feedback that you give us. Students are encouraged to bring any issues of concern they may have to the attention of the appropriate staff as soon as possible. This allows PilatesITC to address any immediate areas of concern quickly and efficiently. Feedback shall be gained from students at various points throughout the program at an informal level. PilatesITC shall also conduct formal feedback at set points throughout the course: upon completion and following contact workshops.

39. RISK MANAGEMENT AGAINST COMPLIANCE

Each year the Training Manager in conjunction with the Director(s) will undertake an internal self-assessment audit of PilatesITC Pty Ltd against the Standards for RTOs 2015. All management and supporting staff assume a role in correcting non-compliances that are within their scope of expertise. All corrections of any non-compliance will be corrected within 28 days of notification. When all corrections are made, a follow up internal audit will be conducted against the Standards for RTOs 2015 for those standards found to be non-compliant.

40. CLOSURE OR CESSATION OF TRAINING DELIVERY

In the event that PilatesITC closes or ceases to deliver any part of the training product that a student is enrolled in, that student will be refunded course fees paid for training not delivered. The refunded amount will be determined based on total course fees paid at the date of closure or cessation of delivery and the amount of training provided up until this date. Students will be issued with a Statement of Attainment for all units completed up until this date, and put in contact with other RTOs delivering the Pilates courses so that they can complete their training.



CODE OF PRACTICE

As a PilatesITC Pty Ltd qualified Instructor in the Pilates Method, I guarantee the following:

1. To maintain a Full Membership with the Pilates Alliance Australasia at a level relevant to my working requirements;
2. To abide by the Instructor Code of Ethics and Code of Practice of the Pilates Alliance Australasia;
3. To train and instruct clients, students and trainees specifically using the PilatesITC systems of training and instruction in the Pilates Method;
4. To provide professional, courteous and appropriate advice to clients;
5. To communicate positively with clients and colleagues; and;
6. To maintain the highest levels of safety in practice of the Pilates Method;
7. To maintain personal and studio presentation and hygiene;
8. To perform all duties professionally;
9. To respond positively to feedback;
10. To maintain self mastery and self maintenance according to the policies of PilatesITC;
11. To respect clients' privacy whilst employing all necessary pre-screening tools and working within a network of Allied Health Practitioners;
12. To abide by relevant Commonwealth and State or Territory legislation, in particular Work Health and Safety legislation, Child Protection legislation, Anti-Discrimination legislation and Privacy legislation and to ensure that adequate insurance cover is taken out;
13. To promote the PilatesITC programs and systems within the Pilates Method Industry and the general public; and,
14. To actively promote awareness of Industry Standards and registration with the Pilates Alliance Australasia within the Pilates Method Industry and the general public.