POLESTAR AUSTRALIA

Student Handbook

2027







POLESTAR PILATES AUSTRALIA PTY LTD. ABN: 56 103 530 507
RTO (Registered Training Organisation) number: 91620
Version 18.0

YOU ARE REQUIRED TO READ THIS HANDBOOK AND THEN COMPLETE THE AGREEMENT ON PAGE 25

Version Control and amendment history

Version no.	Release Date	Details
Version 1	01 November 2015	
Version 2	23 February 2016	Qualification issued timeline, Plagiarism, Legislation links
Version 3	16 May 2016	Private Educator rate updated
Version 4	08 January 2017	New Address updated
Version 5	09 September 2018	Updated with SAW, course details, terms and conditions
Version 6	25 September 2018	Updated host sites, educators & comprehensive exam
Version 7	11 February 2019	New point on terms and conditions. Point 7 – added Course Extension
Version 8	09 April 2019	Deleted sections 3 & 4 on CertIV & Diploma assessment units.
Version 9	18 April 2019	Re-wording of Self-Mastery criteria for check off and hours
Version 10.1	17 November 2019	Deleted expired CertIV and Diploma information
Version 11.0	15 January 2020	Added new Diploma 10828Nat Information
Version 12.0	01 December 2020	Updated staff and policies.
Version 13.0	21 April 2021	Updated two unit numbers in Diploma outcomes.
Version 14.0	30 November 2021	Updated staff and policies.
Version 15.0	30 September 2023	Updated staff, host sites and peak bodies
Version 16.0	1st October 2024	Updates host sites, update Academic unit codes, Updates peak bodies.
Version 17.0	30th September 2025	Updated Educators & HS, Policy and Procedures changes for homework logging and payment plans
Version 18.0	30th September 2026	Updated links for Host sites, educators & mentors, added ATMS recognition.

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SECTION 1: ORGANISATION INFORMATION

Polestar Pilates Global

Founded in 1992 by Dr Brent Anderson, Polestar Pilates is an international provider of science-informed Pilates education. Its curriculum integrates Pilates, movement science, rehabilitation principles and critical reasoning.

Polestar teacher training is delivered through an international network spanning more than 50 countries. Graduates work across Pilates studios, health facilities, fitness settings and performing arts organisations.

Mission and Values

Polestar aims to improve global wellbeing through intelligent movement education and practice. Its approach supports physical, emotional and professional development.

Collaborative: We communicate openly, listen carefully and support our community.

Humble: We remain curious, welcome feedback and continue learning.

Accountable: We take responsibility and communicate proactively.

Innovative: We use evidence, creativity and critical thinking to improve practice.

About the President

Brent Anderson PhD, PT, OCS, *Founder*



Dr. Brent Anderson is a renowned physical therapist, educator, and Pilates practitioner. With over three decades of experience, Dr. Anderson has made significant contributions to the field of Pilates through his research, teachings, and clinical practice. His vision for Polestar Pilates is to create a global community of movement professionals dedicated to improving health and wellness through evidence-based Pilates practice.

Based on his extensive background in rehabilitation and movement science, Brent elaborates Joseph Pilates' mind-body work through the Polestar curriculum by developing tools for critical-reasoning and applying supportive scientific research. He also infuses the integral role of psychology and energy systems on motor control and motor learning.

For over 30 years, Brent has dedicated his career to merging the science of rehabilitation with the art of Pilates, creating a holistic approach to health and wellness. He is the founder of Polestar Pilates, a global evidence-based Pilates teacher training curriculum taught in over 40 countries. Brent is also the host of the Pilates Hour podcast, where he discusses the intricacies of movement science with experts from various fields.

Further information on Dr Brent Anderson https://drbrentanderson.com/

Polestar Pilates Australia

Polestar Pilates Australia is a **Registered Training Organisation** delivering nationally recognised Pilates teacher education. Our training combines movement science, critical thinking and practical teaching experience.

Students learn through online study, face-to-face training, mentoring and supervised practice. Training pathways extend from Matwork and Reformer certification to Diploma-level study.

Our educators, mentors and host studios support students throughout Australia. As part of the international Polestar community, our training is recognised in more than 50 countries.

Catherine Giannitto, Director Polestar Pilates Australia

Catherine Giannitto is the Director and Licensee of Polestar Pilates Australia. She has worked within the Pilates industry for more than 25 years.

Catherine discovered Pilates while seeking relief from spinal arthritis and the corporate world. Her personal recovery developed into a lifelong commitment to movement, education and wellbeing.

She became a Pilates teacher, studio owner, senior educator and international presenter. Catherine remains dedicated to maintaining the highest standards in Pilates education and professional practice.

Alongside education, Catherine established Polestar Pilates Studio as an integrated wellness centre. Its services include Pilates, physiotherapy, massage, nutrition and infrared sauna.

Catherine has presented at national and international conferences. She also served on the Pilates Association Australia committee for nine years.

In 2023, Catherine received the AUSactive Pilates Professional of the Year Award. Polestar Pilates Studio received the Pilates Studio of the Year Award in 2024.

Catherine holds qualifications in Pilates, Sports Therapies, and Training and Assessment. She continues to develop her knowledge across Pilates, rehabilitation, education and movement science.

Her leadership supports Polestar's educators, mentors and students throughout their professional development.

Welcome to Polestar



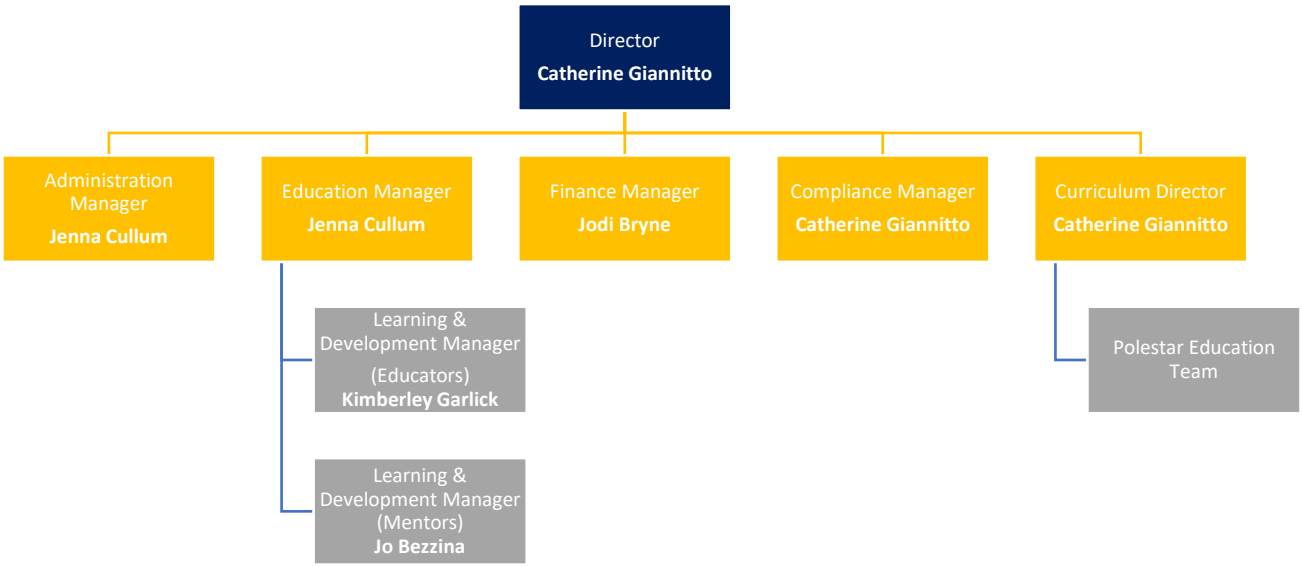
Thank you for choosing Polestar Pilates Australia for your education.

We hope your Polestar journey is rewarding, inspiring and professionally fulfilling.

Warm regards,

Catherine Giannitto
Director, Polestar Pilates Australia

Polestar Australia Organisational Chart



Head Office

Please direct student enquiries to the Administration Team.

Phone: (02) 9091 9400

Email: education@polestarpilates.com.au

Host Sites – Australian Training Centres

Polestar delivers training through equipped host studios across Australia. Host sites support local course delivery, student communication and access to practical learning opportunities.

Current host sites: https://www.polestarpilates.edu.au/host-sites/

Educators & Mentors

Polestar educators meet relevant vocational education, industry and professional requirements. They maintain current knowledge, teaching capability and professional development.

Polestar mentors provide feedback and guidance as students develop their movement, teaching and professional skills. Current educator and mentor details are available online.

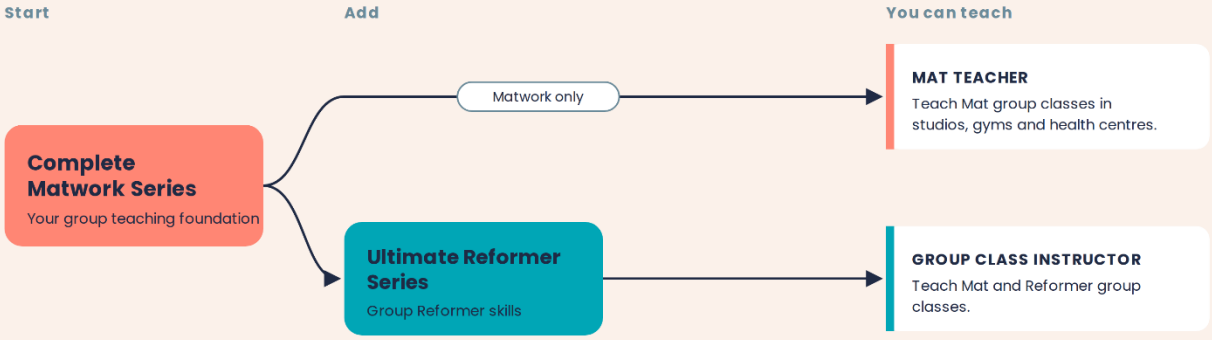
Educators and mentors: https://www.polestarpilates.edu.au/team/

SECTION 2: COURSE INFORMATION

Career Pathways

Teach Group Classes

Start with Matwork. Add Reformer when you want to teach on the machine too.



Already Mat qualified somewhere else?
You can start at Ultimate Reformer. Ask us to check your qualification.

Move well, live well, teach well.

Teach in the Studio

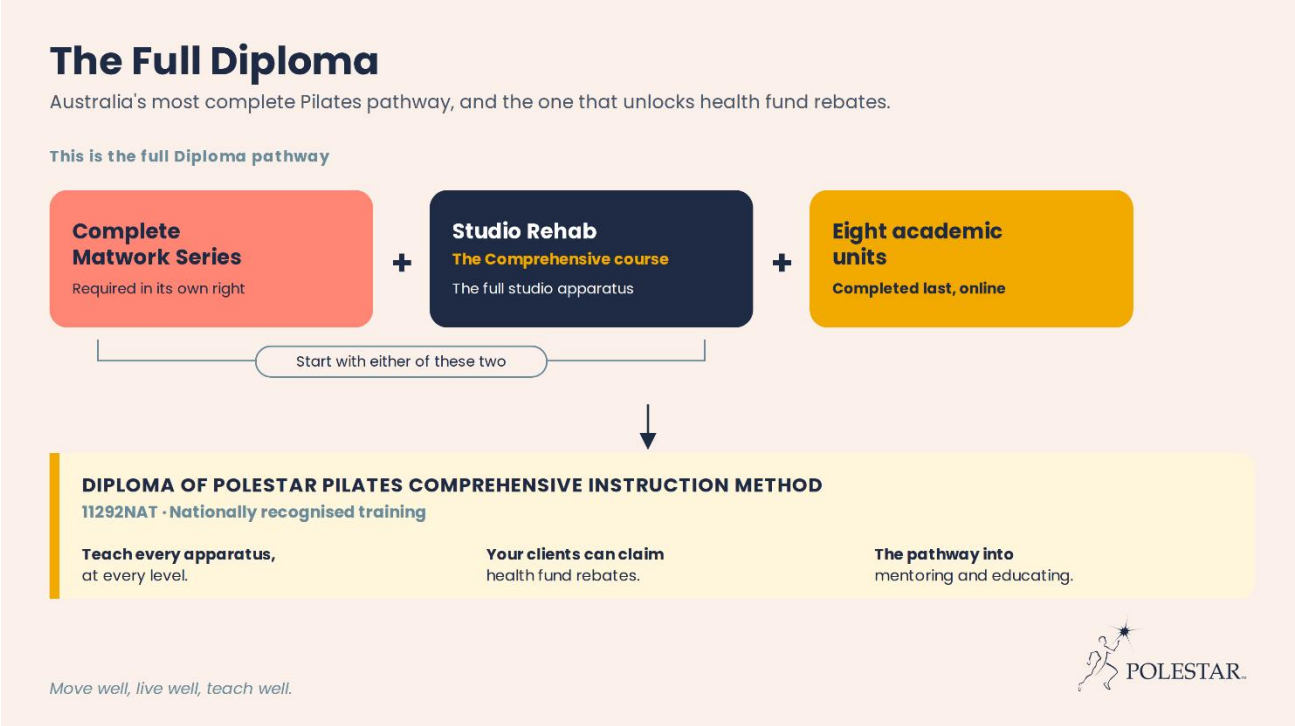
One course, taken on its own. No Matwork or Reformer needed first.



Allied health professionals
If you are already qualified in allied health, this is the one course you need to add Pilates to your current skill set. No academic units required.

Going further?
Studio Rehab is one of the three parts of the full Diploma. See the Diploma pathway.

Move well, live well, teach well.



Training Programs

Polestar Pilates Australia offers the following training programs:

Complete Matwork Series

The Complete Matwork Series covers the original Pilates mat repertoire from beginner to advanced levels. It also includes small apparatus, including foam rollers, magic circles, fitballs, rotation discs and balance boards.

Students develop Pilates principles, programming, sequencing, cueing and group-management skills. Graduates may teach Matwork within studios, gyms, health centres, workplaces, homes and small-group settings.

Course information: https://www.polestarpilates.edu.au/courses/complete-pilates-matwork/

The Ultimate Reformer Series

The Ultimate Reformer Series develops practical teaching skills for group Reformer settings. It covers beginner to advanced repertoire, progressions, regressions, group dynamics and the analysis of teaching approaches.

Graduates may teach Reformer sessions within studios, gyms, health centres, workplaces, homes and small-group environments.

Course information: https://www.polestarpilates.edu.au/courses/ultimate-reformer-course/

Comprehensive Studio and Rehabilitation Series

The Comprehensive Studio and Rehabilitation Series develops skills for individual and small-group sessions. Training uses the Reformer, Trapeze Table, Combo Chair, Ladder Barrel, Mat and small props.

Students learn screening, postural evaluation, functional testing, movement analysis, program design and exercise sequencing. Graduates teach the comprehensive apparatus repertoire in private and small-group settings.

The Rehabilitation stream is available to eligible health professionals. It emphasises pathology, biomechanics, clinical reasoning and instructional technique. The repertoire remains consistent, although assessments and learning activities differ between streams.

Course information: https://www.polestarpilates.edu.au/courses/pilates-studio-rehab-series/

Diploma of Polestar Pilates Comprehensive Instruction Method 11292NAT

The Diploma is nationally recognised within the Australian Qualifications Framework. Polestar Pilates Australia is Registered Training Organisation 91620.

The Diploma combines the Complete Matwork Series, Comprehensive Studio and Rehabilitation Series, and the required accredited Academic units. Students must complete all training and assessment requirements before the qualification can be issued.

Course information: https://www.polestarpilates.edu.au/courses/polestar-pilates-diploma/

Comprehensive Instruction Method (11292NAT) consists of three components:

- the **Matwork** certification
- the **Comprehensive** (**Studio/Rehab**) certification
- plus 8 **Academic** units

Diploma Units

Course area	Code	Unit
Academic	HLTAID011	Provide first aid
Academic	HLTAAP001	Recognise healthy body systems
Academic	HLTAAP002	Confirm physical health status
Academic	HLTWHS003	Maintain work health and safety
Academic	BSBOPS402	Coordinate business operational plans
Academic	CHCDIV001	Work with diverse people
Academic	CHCPRP005	Engage with health professionals and the health system
Academic	NAT11292001	Work within the Pilates industry
Matwork	NAT11292002	Apply Polestar principles and the postural assessment framework
Matwork	NAT11292003	Plan and instruct beginner Polestar Matwork
Matwork	NAT11292004	Plan and instruct intermediate to advanced Polestar Matwork
Matwork	NAT11292005	Plan and instruct Matwork using small apparatus
Comprehensive	NAT11292006	Plan and instruct introductory Comprehensive repertoire
Comprehensive	NAT11292007	Plan and instruct beginner Comprehensive repertoire
Comprehensive	NAT11292008	Plan and instruct early-intermediate Comprehensive repertoire
Comprehensive	NAT11292009	Plan and instruct intermediate Comprehensive repertoire
Comprehensive	NAT11292010	Plan and instruct early-advanced Comprehensive repertoire
Comprehensive	NAT11292011	Plan and instruct advanced Comprehensive repertoire

Qualifications Issued

Students who complete all Diploma requirements receive a testamur and record of results. Students completing one or more accredited units may receive a Statement of Attainment. Certification is issued within the required timeframe after all obligations are completed.

Course Pre-requisites

Complete Mat Series

- Attainment of HSC or equivalent
- 25 hours of personal Pilates practice - either private or group classes
- Successfully completed HLTAAP001 – Recognise healthy body systems in a health care context (or equivalent) attained through a recognised complementary health care college or RTO. This equates to one semester of basic anatomy/physiology or equivalent.

The Ultimate Reformer Certification

- Attainment of HSC or equivalent
- 25 hours of personal Pilates practice - either private or group classes
- Completion of Polestar Matwork Series or Pilates Mat qualification from another Pilates education school of equivalent level
- Successfully completed HLTAAP001 – Recognise healthy body systems in a health care context (or equivalent) attained through a recognised complementary health care college or RTO. This equates to one semester of basic anatomy/physiology or equivalent.

Comprehensive Studio & Rehabilitation Series

- Attainment of HSC or equivalent
- 25 hours of personal Pilates practice - either private or group classes
- Successfully completed HLTAA001 – Recognise healthy body systems in a health care context (or equivalent) attained through a recognised complementary health care college or RTO. This equates to one semester of basic anatomy/physiology or equivalent.
- Students looking to complete the Rehab Stream must be a registered rehabilitation professionals *(MD, PT, OT, DC, RN and Bachelor of Sports Science / Human Movement and Bachelor Applied Science)*

Diploma of Polestar Pilates Comprehensive Instruction Method (10828NAT)

- Completion of the Polestar Pilates Matwork or Completion of a Cert IV Pilates Mat qualification from another Pilates education school of equivalent level – plus completion of Polestar Pilates Comprehensive (Studio/Rehab) series.

Recognition of Prior Learning and Credit Transfer

Polestar recognises relevant skills and knowledge gained through formal training, work and life experience. Recognition may occur through Recognition of Prior Learning or Credit Transfer.

- **Recognition of Prior Learning (RPL)** assesses existing knowledge and skills against unit requirements.
- **Credit Transfer (CT)** recognises an equivalent nationally recognised unit already completed.

Applications should be made during enrolment and must include supporting evidence. Contact **education@polestarpilates.com.au** for an application form. Fees and deadlines appear in Section 4.

Course Participation Requirements

Attendance at all scheduled course lectures and practical sessions is compulsory.

Units must be completed in the prescribed sequence.

Students must bring their current manual and logbook to face-to-face training.

Students must complete all assignments, practical hours and assessment requirements.

Students must advise Polestar promptly if support or reasonable adjustment is required.

Behavioural, presentation and recording requirements are outlined in Section 3.

Polestar Online Portal

After registration, students receive access to the Polestar Online Portal and Brightspace Pulse app.

Portal: https://learn.polestarpilates.com/d2l/login

- Read your syllabus and understand all course requirements and deadlines.
- Check portal announcements at least weekly.
- Submit assignments through the portal before the published deadline.
- Confirm that every submission has uploaded successfully.
- Contact education@polestarpilates.com.au if you experience portal difficulties.

Assignments close at 11.59 pm AEST on the stated due date. Competency-based assessments receive a Competent or Not Yet Competent result. Late-assessment conditions appear in Section 4.

You can also download the APP onto your phone or iPad. The App is called

Brightspace Pulse

Download on the App Store GET IT ON Google Play

Student Logbook

Students receive a logbook when training begins. Keep it secure and bring it to every face-to-face session. The logbook records attendance, practical hours and exercise check-offs.

Before booking the final examination, students must complete and upload the logbook and all required assignments. Bring the original logbook to the examination.

In order to sit for the exam, you must have completed your logbook including all assignments and are required to load the logbook to your platform and bring the hard copy on the day.

Course	Lectures and homework	Observation	Self-Mastery	Apprentice Teaching	Academic hours
Matwork	155	30	50	50	50
Ultimate Reformer	130	30	50	50	N/A
Comprehensive	430	50	100	100	N/A

Logbook Categories

Lecture hours include scheduled theory, practical learning, assessment and mandatory tutorials.

Observation involves observing qualified instructors and recording approved hours. Up to ten online observation hours may be used for each course.

Self-Mastery develops personal understanding of the repertoire. Up to 30 percent may be completed through approved self-directed practice. Remaining hours may include Matwork, Reformer or studio sessions.

Apprentice Teaching develops workplace experience under a qualified Pilates instructor. A qualified instructor must supervise, provide feedback and sign each entry.

Prior to commencing Apprentice Teaching – 50% of observations hours must be completed, plus:

- Self-mastery of M1 or REF1 for Mat and Reformer students
- Self-mastery of SR1-3 for Comprehensive (Studio/Rehab) students

At least 50 percent of Observation, Self-Mastery and Apprentice Teaching hours must be completed with a Polestar-certified instructor or approved Polestar studio. Contact Administration if access is limited.

Practicums

Practicums provide supported opportunities to review theory, repertoire, case studies, teaching and demonstration. Approved practicum activities may accrue logbook hours at the rate stated for that practicum.

Two practicums are included in Matwork and Reformer training. Three are included in Comprehensive training. Additional practicums are optional.

Practicums can only be used for up to 50% of hours in your logbook.
The remaining 50% must be completed at a studio with clients.

Practicum schedule: https://www.polestarpilates.edu.au/practicums/

Exercise Check-Offs for Teaching and Demonstration

A Polestar educator or mentor must assess each required exercise check-off. Check-offs provide feedback on movement, teaching, safety and communication.

Check-offs may occur during a later course unit when time permits. Students must arrange and pay for any outstanding check-offs before their examination.

Movement criteria include:

- Knowledge of the exercise and its variations.
- Application of the Polestar principles.
- Control, fluidity and appropriate self-correction.

Teaching criteria include:

- Knowledge of exercises, variations and equipment set-up.
- Safe and appropriate cueing, correction and modification.
- Effective use of verbal, tactile and imagery cues.

Observation Guidelines

- Book observation and teaching times before attending the studio.
- Bring your logbook and have hours signed before leaving.
- Observe quietly without blocking equipment or walkways.
- Do not interrupt instructors or offer advice to clients.
- Record questions and ask them at an appropriate time.
- Protect client privacy and follow every host-site procedure.

Observation notes may consider:

- Unfamiliar exercises and useful modifications.
- How the instructor managed cueing, corrections and session flow.
- Client conditions, program goals and equipment choices.
- Questions or ideas for later discussion.

Self-Mastery and Self-Directed Learning

Host sites may provide studio access for self-directed practice. Availability, supervision and studio fees vary. Contact the host site before attending.

- Set up equipment correctly and restore settings afterwards.
- Clean equipment and keep the studio orderly.
- Take only closed water bottles into the studio.
- Store belongings in the designated area.
- Maintain a calm learning environment.
- Ask for help when required and respect client priorities.

Students requiring individual assistance should arrange a mentoring session. Small-group mentoring may help reduce individual costs.

Apprentice Teaching Guidelines

Apprentice Teaching provides supervised workplace experience. It supports the transition from course knowledge to safe and effective teaching practice.

- Arrive early and be ready to begin on time.
- Follow the supervising instructor's directions.
- Protect client information and discuss it only with authorised staff.
- Teach only exercises within your current knowledge and course level.
- Seek help whenever you are uncertain.
- Reset and clean equipment after each client.
- Maintain awareness of clients, instructors and shared space.
- Use clear, constructive and appropriately paced cueing.
- Discuss differences of opinion privately after the session.

Students are not expected to have every answer. Professional conduct includes recognising limits, requesting guidance and remaining receptive to feedback.

Graduation & Examination Requirements

Before certification, students must:

- Attend all required course hours.
- Complete all assignments and assessments.
- Complete all Observation, Self-Mastery and Apprentice Teaching hours.
- Complete every required teaching and demonstration check-off.
- Complete and submit the student logbook.
- Complete all applicable accredited units.
- Achieve at least 80 percent in each final examination section.

Examination Overview

Matwork and Reformer examinations include written and practical components. The written assessment covers course knowledge, safety, programming, cueing, modifications and class design. The practical assessment evaluates teaching and movement demonstration.

Comprehensive examinations include written knowledge, case-study programming, a practical teaching session and advanced repertoire demonstration.

Students receiving less than 80 percent in any section must repeat that section. Reassessment must occur within the timeframe agreed with the examiner. Reassessment fees appear in Section 4.

Current examination dates: https://www.polestarpilates.edu.au/exam-schedule/

Working with a Mentor

Mentors support repertoire practice, teaching development and logbook completion. Students arrange sessions directly with their chosen mentor or educator. These sessions are additional to course fees.

Missed course content may require private make-up training with an educator. The required duration depends on the content missed. Applicable costs appear in Section 4.

Current mentor listing: https://www.polestarpilates.edu.au/team/

Student Support and Wellbeing

Contact Polestar if personal circumstances affect your studies. We will explain available support, reasonable adjustments and course options. External support is also available.

Lifeline: https://www.lifeline.org.au/

Headspace: https://headspace.org.au/

Continuing Education

Once you graduate your story doesn't stop there. Polestar are dedicated to continuing your education throughout your career. Polestar offers many masterclasses, workshops and conferences through Australia and internationally. We foster the desire for learning and upskilling, often bringing in international presenters to Australia to present.

To keep up to date with the latest offerings follow us on socials and our website:

Continuing education: https://www.polestarpilates.edu.au/continuing-education/

Graduate information: https://www.polestarpilates.edu.au/graduates/

Socials -

Instagram: https://www.instagram.com/polestarpilatesau/

Facebook: https://www.facebook.com/polestarpilatesau

YouTube: https://www.youtube.com/c/PolestarPilatesAUSTV

Who Recognises My Qualifications?

Polestar qualifications and professional development are recognised by several industry associations. Membership, continuing education and insurance eligibility remain subject to each organisation's current rules.

Organisation	Current pathway information	Website
Pilates Association Australia	Matwork, Reformer, Comprehensive and Diploma pathways may support relevant membership applications.	www.pilates.org.au
AUSactive	Selected Polestar programs may support registration or continuing education requirements.	www.ausactive.org.au
Exercise and Sports Science Australia	Selected Polestar programs may qualify for continuing education credits.	www.essa.org.au
Australian Traditional-Medicine Society	Diploma graduates may apply for relevant professional membership, subject to current requirements.	www.atms.com.au

Student Memberships

Pilates Association Australia

Eligible Polestar students may apply for up to 12 months of complimentary PAA student membership. Students may need to provide evidence of current enrolment.

Benefits may include:

- A discount on the first eligible teaching membership after graduation.
- Member pricing for PAA events and conferences.
- Industry news, webinars and member masterclasses.
- Employment information and member benefits.
- Access to member insurance options, subject to eligibility.

PAA membership: https://www.pilates.org.au/membership/

AUSactive

Eligible students may apply for complimentary AUSactive student membership. AUSactive represents exercise and active-health professionals across Australia.

Benefits may include:

- Insurance for eligible face-to-face placements and practical activities.
- Student award opportunities.
- Employment information and job-board access.
- Networking, professional development and industry events.

AUSactive student registration: https://portal.ausactive.org.au/Registration/PersonalDetails/37cc1f51-6480-4491-b7b8-d719d69aa651

AUSactive information: https://ausactive.org.au/

Australian Traditional-Medicine Society

Eligible students studying an ATMS-approved course may apply for complimentary ATMS student membership. ATMS supports practitioners across multiple natural-medicine and allied modalities.

Student benefits may include:

- Professional development and member event pricing.
- Industry support, representation and networking.
- Clinical and research resources.
- The Australasian Journal of Natural Medicine.
- A pathway from student to accredited practitioner membership.

Eligible accredited practitioners may access:

- Recognition by participating health funds, subject to fund requirements.
- Professional indemnity insurance options.
- Clinical resources, professional collateral and business support.
- Grants, awards, advocacy and professional opportunities.

Student membership application: https://www.atms.com.au/join-atms/student-membership/student-application/

Accredited membership upgrade: https://www.atms.com.au/join-atms/accredited-practitioner-membership/accredited-application/

Transfer to ATMS: https://www.atms.com.au/join-atms/transfer-to-atms/transfer-application/

SECTION 3: STUDENT CONDUCT, RIGHTS & RESPONSIBILITIES

Student Code of Conduct

Polestar Pilates Australia expects students to act professionally, respectfully and honestly.

Students must:

- Treat educators, staff, clients and other students with respect.
- Attend scheduled training punctually and participate appropriately.
- Follow all safety instructions and host-site requirements.
- Use facilities and equipment safely and responsibly.
- Maintain appropriate professional boundaries.
- Avoid behaviour that may endanger, intimidate or disrupt others.
- Attend training free from impairment by alcohol or other drugs.
- Advise Polestar of any changes to their contact details.

Students must notify Polestar in writing at: education@polestarpilates.com.au

Professional Presentation

Wear clean, fitted exercise clothing suitable for movement and safe equipment use. Avoid loose clothing, dangling jewellery and strong fragrances. Secure long hair away from the face and neck.

Technology, Photography and Recording

Mobile phones must not disrupt training. Photography or short recordings require educator approval and consent from everyone shown. Lectures, practical instruction and course materials must not be recorded, published or shared without written permission.

Professional Standards and Scope of Practice

Students must practise within their current education, experience and competence. Students must not diagnose medical conditions or misrepresent their qualifications. Client safety, informed consent and appropriate professional referral must be prioritised.

PAA Scope and Standards of Practice: https://www.pilates.org.au/membership/scope-of-practice/

Equity, Inclusion and Reasonable Adjustment

Polestar provides an inclusive learning environment free from discrimination, harassment and victimisation. Students should advise Polestar of any disability, injury or learning support requirement.

Reasonable adjustments will be considered with the student. Adjustments must maintain safety, course requirements and assessment integrity.

Privacy and Confidentiality

Students must protect confidential information about clients, students, educators and staff. Client information used in assessments must be de-identified. Personal information, photographs and recordings must not be shared without consent.

Academic Integrity

Students must submit work that accurately represents their own knowledge and skills.

- Plagiarism or copying another person's work.
- Allowing another student to copy work.
- Unauthorised collaboration or collusion.
- Falsifying attendance, logbook hours or assessment evidence.
- Using another person to complete an assessment.
- Using artificial intelligence without permission or acknowledgement.
- Using external material without appropriate acknowledgement.

Suspected misconduct will be reviewed fairly and confidentially. Students may respond to allegations and appeal any resulting decision.

Intellectual Property and Copyright

Polestar retains ownership of its manuals, resources, images, systems and educational materials. These materials are provided for personal learning and professional reference.

Students must not reproduce, sell, publish or distribute Polestar materials without written permission. External sources used within assessments must be appropriately acknowledged.

Complaints and Appeals

Students may raise concerns without disadvantage or victimisation. Concerns may be discussed informally or submitted as a formal complaint. Students are not required to approach another person first.

Complaints may be sent to:

Education Manager: jenna@polestarpilates.com.au

Director: catherine@polestarpilates.com.au

Compliance: academic@polestarpilates.com.au

Complaints and appeals will be handled fairly, confidentially and without unnecessary delay. Students may bring a support person. Written decisions will explain the outcome and available review options.

Student Misconduct and Disciplinary Action

Breaches may result in counselling, a written warning, suspension or cancellation of enrolment. Serious safety concerns may require immediate interim suspension while the matter is reviewed.

Serious misconduct may include:

- Theft, violence, threats or abusive behaviour.
- Bullying, harassment, discrimination or victimisation.
- Deliberately endangering another person.
- Serious breaches of privacy or confidentiality.
- Falsifying course, assessment or attendance records.
- Unauthorised distribution of Polestar materials.
- Repeated unsafe or disruptive behaviour.

Students will receive details of any allegation and an opportunity to respond. Final decisions will be provided in writing and may be appealed.

SECTION 4: ENROLMENT TERMS & CONDITIONS

Please read these conditions carefully before registering.

1. Registration and Payment

A deposit or full payment is required when registering.
Payment may be made by credit card or direct debit.
Payment-plan instalments begin in the course commencement month and process on the first day monthly.
Failed transactions may attract the provider's current dishonour fee.
Registration is confirmed only after payment arrangements and written confirmation are completed.

2. Student Commitment

By registering, you confirm that you understand the course workload and completion requirements. You are responsible for ensuring the course fits your work, personal and study commitments.

3. Course Completion Timeframes

Course	Completion timeframe
Complete Matwork Series	Within 12 months of commencing Principles
Ultimate Reformer Series	Within 12 months of commencing Principles
Comprehensive Studio & Rehabilitation Series	Within 18 months of commencing Principles
Diploma Upgrade	Within six months of the academic units being released

Certification cannot be issued after the applicable timeframe unless Polestar approves an extension in writing.

4. Student Cancellation and Refunds

Cancellations must be submitted in writing.
Cancellations received at least 30 calendar days before the first face-to-face weekend may receive a refund, less the applicable administration fee.
Administration fees are $300 for Matwork, $300 for Reformer and $500 for Comprehensive training.
Cancellations received less than 30 calendar days before commencement are not normally eligible for a refund.
After face-to-face training begins, fees are not normally refundable and agreed payment plans remain payable.
Change of mind, work travel, weddings, holidays and relocation are not normally exceptional circumstances.

5. Exceptional Circumstances

Polestar may consider a cancellation, transfer or extension request arising from exceptional circumstances. Examples include bereavement within the immediate family or a debilitating illness or injury. Supporting evidence must be provided. Each application is considered individually.

6. Changes to Delivery

Where circumstances beyond Polestar's control prevent safe onsite delivery, Polestar may move suitable components online, reschedule affected components or reschedule the course. No additional course fee applies.
Relevant circumstances may include severe weather, public-health events, civil unrest, government restrictions or other events affecting safe delivery. No refund is payable solely because delivery moves online or is rescheduled.

7. Changes or Cancellations by Polestar

Polestar may change a course date, venue, educator or delivery method when reasonably required. Students will receive written notice as soon as practicable.
If Polestar cancels a course, students may transfer to another course or receive a refund of fees paid for the cancelled course. If a course is postponed and the new dates are unsuitable, students may request a transfer or refund.

8. Travel and Accommodation

Students arrange and pay for their own travel, accommodation and related expenses. Polestar is not responsible for losses arising from changed or cancelled travel arrangements. Flexible bookings and travel insurance are recommended.

9. Unit Transfers and Missed Training

Missed content may be completed privately with an educator at the current hourly rate.
Students may request attendance with another intake or state at their own travel cost.
Units must be completed in the prescribed sequence.
Transfers require prior written approval and remain subject to available places.
Approval may not be confirmed until registrations close for the requested intake.
Online academic units cannot normally transfer to another year or intake.

A $150 transfer fee applies for each approved unit transfer.

10. Course Extensions

Extension applications require exceptional circumstances and supporting evidence. Approved extensions attract a $350 fee and must be confirmed in writing.

11. Recognition Fees and Deadlines

Credit Transfer applications do not attract an application fee. Recognition of Prior Learning applications attract a $150 fee per unit.

Applications should be submitted during enrolment. Applications affecting course fees must be received at least seven calendar days before the first face-to-face training session.

12. Course Fees

Course fees include:

Scheduled lectures, practical laboratories and included practicums.
Course manuals and logbooks.
Access to applicable online academic units.
The first final examination attempt.
Morning and afternoon refreshments during scheduled training, where provided.

Course fees do not include:

Required books or reading materials.
Mentoring, coaching, Observation, Self-Mastery or Apprentice Teaching costs.
Outstanding exercise check-offs or missed-unit make-up sessions.
Travel, accommodation, meals and personal expenses.
Transfers, extensions, late marking or reassessment fees.

13. Mentoring and Additional Support Fees

Mentor and educator fees are set by the individual provider and may vary. Students should confirm the fee before booking. Sessions are arranged and paid directly with the mentor, educator or host studio.

14. Unique Student Identifier

Students completing nationally recognised training must provide a valid Unique Student Identifier. Polestar cannot issue the relevant certification without a verified USI, unless a lawful exemption applies.

15. Registration Deadlines and Course Numbers

Registrations normally close 14 calendar days before commencement. Late applications are accepted only when places and processing time permit. Course capacity varies by venue, and courses normally require at least ten students.

16. Health and Fitness to Participate

Students must disclose relevant injuries, medical conditions and participation limitations. Medical clearance may be required. Students must advise their educator if their health changes during training.

Educators cannot provide medical clearance or diagnose medical conditions. Participation must remain within the student's capacity and all safety directions must be followed.

17. Assignments and Late Marking

Assignments must be submitted through the portal by 11.59 pm AEST on the published due date. Late work may require prior approval. A $100 late-marking fee may apply where additional assessment services are requested.

18. Examination Conditions

Students may book an examination only after completing all required course units.
A $150 cancellation or rescheduling fee applies within 14 calendar days of the confirmed examination.
A full examination reassessment costs $175.
Reassessment of one written or practical section costs $100.
Exceptional circumstances will be considered individually when supported by evidence.

19. Written Notices

Requests concerning cancellation, transfer, extension, Recognition of Prior Learning or refunds must be emailed to education@polestarpilates.com.au. Polestar will acknowledge receipt. Contact the office if no acknowledgement is received within two business days.

20. Australian Consumer Law

Nothing in these Terms and Conditions excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law.

SECTION 5: STUDENT AGREEMENT

By signing below, you acknowledge that you have read and agree to all the terms, guidelines and policies in the Student Handbook and agree to adhere to all aspects as required both during and after your participation. Including and not limited to the following:

Initial Each Statement within the left box, reflecting that you have carefully read each one.

	You have read, understood and accept the Terms and Conditions stated in Section 4, which covers registration policies, commitment, payments, student cancellations, course cancellations and exams.
	You have read and understood the completion timeframes and agree to complete all course requirements within them. A $350 fee applies to approved extensions: Complete Matwork and Ultimate Reformer within 12 months of commencing Principles; Comprehensive Studio and Rehabilitation within 18 months of commencing Principles; and Diploma Upgrade within six months of release.
	You are responsible for making arrangements to complete your self-mastery, observation and apprentice teaching hours at your own additional expense to course fees.
	You are responsible for completing, at additional cost any self-mastery check off for Demonstration and teaching of exercises learnt with a Mentor / Educator that were not completed at the face-to-face Units.
	You are responsible for completing the reading and writing assignments, and ensuring your logbook is checked off by a Polestar Educator or Mentor.
	Polestar course manuals will be issued to you at the beginning of the course. Additional copies will be at your expense.
	Polestar is not responsible for any hotel or airline expenses, nor transportation to or from a course.
	Polestar reserves the right to postpone or cancel any course at any time. If Polestar cancels a course, you will have the option of transferring to another course or receiving a full refund. Polestar is not responsible for any hotel or airline expenses, nor transportation to or from a course.
	If a course is postponed and you are not able to attend at the new dates, you may transfer to another course or receive a full refund. If you elect to receive a refund, you must notify us in writing 10 days after receiving the notice of the date change.
	Polestar Pilates retains the intellectual and copyright property to all studio and educational materials, systems, documentation, policies and procedures, modules, handouts, work books, brochures, photographs and any material used within the context of the student work with Polestar Pilates. Unauthorized use of this material will mean that the student will be subject to the relevant legal proceedings and payment of any fees as determined by such legal proceedings.
	I have read and agree to all the terms, guidelines and policies in the Student Handbook and agree to adhere to all aspects as required both during and after participation. I also understand and agree that I will take full responsibility for my actions at all times when on the premises of Polestar Pilates Host Sites and at all times while undergoing the training program, workout sessions and classes. I agree that I am healthy, fit and capable of participating fully in the Polestar Pilates training program(s).

STUDENT NAME *(print)*: _____

STUDENT SIGNATURE: _____ **Date:** _____

WITNESS NAME *(print)*: _____

WITNESS SIGNATURE: _____ **Date:** _____