



PILATES /TC

Be the future of movement.

Student Handbook.



Pilates ITC acknowledges the many traditional owners of the land on which we work across Australia: Meanjin, Warrane, Boorloo, Tarndanya, Nipaluna.

We pay our respects to their Elders, past, present, and emerging.



# The Student Handbook.

## Disclaimer.

This Student Handbook is a key resource designed to guide Students through their journey with Pilates International Training Centre (Pilates ITC). It contains essential policies, procedures, and information that are accurate at the time of publication. Please note that changes to legislation or updates to Pilates ITC policies may impact its content, and Pilates ITC reserves the right to make changes to this resource without prior notice.

For additional, comprehensive and up-to-date information, Students are encouraged to access the Pilates ITC Knowledge Base Library. This Library includes detailed policies, procedures, frequently asked questions, instructional videos, and other valuable resources.

Students are expected to familiarise themselves with this Handbook to understand their responsibilities and the expectations of Pilates ITC. All Students must adhere to the policies and procedures outlined herein.

If you have any questions, please contact the [Pilates ITC](#) Training Manager.

## Pilates ITC [Acronyms](#).

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[knowledge base library](#)



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# Pilates ITC Overview.



# Hi, Welcome to Pilates ITC.

## THE ORIGINAL INSTITUTE.

A new career in a thriving industry starts with the original Pilates training institute. Learn from the best in-Studio and online. Create a career that works for you with “buildable” study Pathways that allow you to follow your passion, interests and achieve your goals. Join a healthy, wellness-forward professional culture – for life. Break free of the 9 to 5. Grow a healthy-side-hustle.

Help people and feel good about what you do!

Dear New Students,

Welcome to the Pilates ITC community!

We are delighted to have you join us on this learning journey.

Our power is in our people – in the passion, commitment, and energy that our Team and each one of you brings to the table. Whatever your motivation for being here, know that you are part of a supportive, inclusive environment where everyone is encouraged to grow at their own pace.

We are passionate about Pilates and dedicated to sharing this transformative practice with you and our Team encourages you to approach your training with an open mind, a willingness to learn, and the belief that growth is a continual process.

As you embark on this journey, remember that we are here to help you succeed. We look forward to watching you grow, both as a student and as a future Instructor.

With warm regards,

Frances Cahill & Suzanne Newby.  
Directors, Pilates ITC.





# Organisation Overview.

## Comprehensive Training. Career-Ready Graduates.

Pilates ITC (Pilates International Training Centre) is a premier provider of accredited Pilates Instructor training in Australia, renowned for its commitment to high exacting standards and professional outcomes. With a focus on comprehensive education, Pilates ITC equips graduates with a global understanding of contemporary Pilates, empowering them to apply their skills effectively to help others. You will graduate comprehensively trained, highly employable and ready to succeed.

The organisation champions quality education as an investment in career longevity and success. Students experience exceptional care and support throughout their learning journey, from the coursework itself to its application in the real world. Pilates ITC has pioneered flexible and innovative study modes that maintain educational excellence, including an interactive Learning Management System (LMS) that enables anytime-anywhere online study through accessible, engaging content and tools.

For those who prefer a collaborative environment, Pilates ITC offers a blended study mode, combining hands-on, Educator-supported learning in Studios with self-directed online study. This approach allows students to customise their learning pathways, promoting study satisfaction, employability, and long-term success.

As a leader in Pilates education, Pilates ITC continues to set industry benchmarks and support Students in achieving their full potential.







## Registered Training Organisation.

In Australia, only Registered Training Organisations (RTOs) are authorised to issue nationally recognised qualifications in accordance with Australian Skills Quality Authority (ASQA) standards. Pilates ITC operates as an accredited RTO under RTO Provider Code #52583, with its headquarters located at 9a, 249 Leach Highway, Myaree, WA, 6154.

Our courses are carefully designed and delivered by highly qualified and experienced trainers, ensuring an exceptional educational experience. To accommodate diverse learning preferences and schedules, Pilates ITC offers flexible delivery options, including:

- In-person classroom (Studio) sessions
- Interactive eLearning modules via our innovative Learning Management System (LMS)
- Live on demand online learning opportunities
- Blended combinations of these methods

This multifaceted approach allows us to maintain the highest educational standards while empowering Students to choose learning methods that best align with their needs and goals. At Pilates ITC, we are dedicated to fostering an engaging, professional, and supportive environment that equips students with the knowledge and skills they need for enduring success in the Pilates industry.

# Company Identity.

## Our Vision.

We help people live and breathe their dreams.

## Our Mission.

To elevate the movement education standard through integrity, quality, respect and continuing the legacy of the Pilates Method.

## Our Values.



### BELONGING

We take a people-focused approach, appreciating the diversity of our community and building our Pilates family.



### HERITAGE

We strive to uphold the legacy of our organisation and the integrity of the Pilates Method.



### DETERMINATION

We are driven by growth and focused on the success of our Students, our team and our community.



### RESPECT

We are committed to the respect of tradition, of our people and to the Pilates Method.



### QUALITY

We are driven by the desire to always be held to and keep the highest standards in everything we do.



### CONSCIOUSNESS

We believe in awareness of intention and of presence, as a conscious learner, a conscious teacher and a conscious business person.



# Your Home Base.

## Our Diploma training locations.

Our network of Instructor Training Studios (ITS) is the home of in-Studio learning for our "blended" (in-person + online) Students.

We're currently delivering "blended" courses in Australia and New Zealand in Perth, Sydney, Brisbane, Adelaide, Hobart and Wellington.



# Organisation Structure.

Chief Executive Officer (CEO), Frances Cahill and  
Company Director, Suzanne Newby.

## CEO | DIRECTOR

Strategy, governance  
compliance and career advice  
and direction coaching.



## EDUCATOR TEAM

Course delivery, teaching clinics, private  
tuitions, assessment marketing, mentoring.

## STUDENT SUPPORT

Training manager, administration support,  
journey support and awards.

## MARKETING + COMMS

Marketing, social media, analytics + corporate  
communications.

## ADMISSIONS + ACCOUNTS

Onboarding, health screening, LLND,  
payment schedule setup.

## PRODUCT + BRAND

Course design, development and research.

Our power is in our people: world-class Educators + incredible Support Team.

Led by Frances Cahill and Suzanne Newby, who together bring over 40 years of combined experience in the Pilates industry, Pilates ITC is built on a foundation of expertise and passion. As the designers of our course content, Frances and Suzanne have shaped a curriculum that reflects their deep knowledge and dedication to the Pilates Method, ensuring the highest standard of education for our Students.

At Pilates ITC, we take pride in our team of exceptional Educators who are leading the way in Pilates Method education. Every member of our Educator team holds a Certificate IV in Training and Assessment or higher under the VET system and is a subject matter expert in the Pilates Method, incorporating multidisciplinary approaches. Beyond their impressive qualifications, our Educators are skilled communicators, fair and equitable teachers, and genuinely remarkable individuals. Pilates is an intelligent and transformative discipline, and we are fortunate to have some of the most accomplished minds shaping the future generations of Pilates Instructors in Australia.



But it doesn't stop there. Behind the scenes, driving our success, is our Business and Student Support Team—a powerhouse collaboration of expertise, creativity, and professionalism. This group brings together diverse backgrounds spanning corporate, business, and Pilates industry, blending strategic thinking with a deep passion for education and service.

Our team is a dynamic blend of problem-solvers, multitaskers, and innovators, all working with one unified purpose: to provide exceptional support and create a positive experience for every student. Whether it's guiding you through admissions, delivering high-quality student services, or ensuring seamless operations, our team has your back every step of the way.

At Pilates ITC, every team member shares a commitment to excellence and a genuine care for your journey. Together, our Educators, Business Team, and Student Support Team make an unbeatable combination, helping you achieve your goals and build a brighter future. Scroll down to meet the incredible people who make it all happen!

# Our Team -

MEET THE TEAM.

## What drives our team?

Our shared passion for traditional Pilates values. At the core of everything we do is a dedication to quality education that lasts a lifetime, a strong sense of community, and care for our Students.

This culture of excellence is built on a foundation of love - for the Method, for learning, and for helping people achieve their goals.

Our team is here to guide and support you at every step. Whether it's bending over backwards figuratively - or literally, if you ask nicely - we are committed to helping you succeed.

At Pilates ITC, we believe we go further together.

[view our team here](#)

[view code of practice policies](#)



# Our Commitment to Diversity and Inclusion.

At Pilates ITC we embrace and celebrate the diversity of our community, recognising that inclusivity strengthens us all. We are committed to creating a welcoming, respectful, and equitable environment where everyone—regardless of background, identity, or ability—can thrive, grow, and be empowered.

Our mission is to foster a culture of belonging that reflects the richness of our diverse Student and professional network. Whether you're stepping into your first Pilates class or advancing your career as a teacher, you'll find support, respect, and encouragement at every stage of your journey with us.

Together, we shape an inclusive future where Pilates is truly for everyone.

## Diversity Equity Inclusion (DEI) Policy.

We provide an inclusive and accessible learning environment for all Students, our Team, and guests. Our Accessibility Policy is designed to ensure everyone has equal access to our programs, resources, and facilities, regardless of their abilities or backgrounds.

[view DEI policy](#)







Our Courses.



# Your Future.

## Pilates ITC Courses.

Pilates ITC offers inspiring, industry-leading education for future Pilates professionals.

With the Diploma of Professional Pilates Instruction and the Advanced Diploma of the Pilates Method, you'll gain comprehensive skills and knowledge to thrive in the Pilates world.

Our blended delivery combines the flexibility of online learning with dynamic, in-Studio practical training. Assessments focus on real-world competencies, while work placement immerses you in hands-on experience with industry mentors.

Ready to transform your passion into a profession? Explore more at the Pilates ITC website.

## National vs International

Pilates ITC offers comprehensive training for both national and international students, with all learners engaging through the Learning Management System (LMS), featuring interactive modules, videos, and assessments.

National students gain an Australian accredited qualification, recognised under the Australian Qualifications Framework (AQF) and regulated by ASQA.

International students receive a certificate outcome, designed for global flexibility while maintaining quality.

Both pathways prepare graduates with the skills and credentials needed for a successful Pilates career.



## What is an Accredited VET course?

An accredited VET (Vocational Education and Training) course in Australia is a training program that has been officially approved and recognised by the Australian Skills Quality Authority (ASQA) or a state regulator. Here's what that means for you:

- **National Recognition:** Your qualification will be accepted across Australia.
- **Industry Relevance:** Courses are designed by leading industry experts to ensure you gain skills that employers want.
- **Quality Assurance:** The course meets high standards for quality and consistency.
- **Career Opportunities:** Accredited VET courses often include work placements or practical components that can lead directly to employment opportunities, giving you a head start in your career.
- **Pathways to Further Education:** Completing an accredited VET course can provide pathways to higher education, such as Diplomas, Advanced Diplomas, or even Undergraduate Degrees.



# Australian Courses.

## What Courses does Pilates ITC offer Australian-based Students?

Pilates ITC offer two, accredited VET (Vocational Education and Training) Courses with certificate outcomes:

- 11332NAT Diploma of Professional Pilates Instruction
- 11333NAT Advanced Diploma of The Pilates Method

These accredited Courses are comprised of Units of Competency which Students can choose to complete as 'Pathways' as part of the Diploma and Advanced Diploma.

[explore australian courses](#)

## Compliance at Pilates ITC

Pilates ITC is committed to maintaining the highest standards in vocational education, training, and professional development. We ensure compliance with all relevant policies, legal requirements, codes of practice, and national standards, including those set by commonwealth and state legislation that impact the VET sector and our business operations.

**Compliance:** Upholding high standards of professional conduct and Student behaviour is central to our training and assessment processes. Our Codes of Practice clearly outline the expectations for Trainers, Assessors, and Students.

**Code of Practice:** Pilates ITC adheres to the provisions of the VET Quality Framework and complies with ASQA standards. More information about these regulations and legal frameworks can be found at:

- [www.legislation.gov.au](http://www.legislation.gov.au): The Australian Government website for Commonwealth Law.
- [www.tac.wa.gov.au](http://www.tac.wa.gov.au): The website for the regulator of Western Australia's vocational education and training (VET) sector.
- [www.commerce.wa.gov.au](http://www.commerce.wa.gov.au): The Western Australian legislation site.

For further information about the legislation, codes, and standards relevant to Pilates ITC's operations as a Registered Training Organisation, please refer to our compliance and legislation policy.

[view compliance policy](#)



# Diploma of Professional Pilates Instruction 11332NAT

What units of competency are covered?



## FUNDAMENTALS

HLTWHS001 - Participate in workplace health and safety

NAT11332001 - Apply Pilates Method fundamentals to induction and instruction of Pilates



## MATWORK

NAT11332002 - Plan and instruct a Pilates matwork class from introductory to basic level

NAT11332003 - Plan and instruct a progressive Pilates matwork class

NAT11332004 - Plan and instruct an intermediate Pilates matwork class



## SMALL APPARATUS

NAT11332005 - Instruct the Pilates studio basic to intermediate small apparatus repertoire



## REFORMER

NAT113328006 - Instruct the Pilates studio introductory to basic reformer repertoire

NAT11332007 - Instruct the Pilates studio progressive reformer repertoire

NAT11332008 - Instruct the Pilates studio intermediate reformer repertoire



## STUDIO

NAT11332009 - Work within a Pilates industry framework

NAT11332010 - Use and maintain core Pilates industry equipment

NAT11332011 - Plan and instruct Pilates Method programming for postural assessment and correction

NAT11332012 - Instruct the Pilates studio introductory to basic cadillac repertoire

NAT11332013 - Instruct the Pilates studio progressive to intermediate cadillac repertoire

NAT11332014 - Instruct the Pilates studio introductory to intermediate wunda chair repertoire

NAT11332015 - Instruct the Pilates studio introductory to intermediate barrels repertoire

NAT11332016 - Undertake exercise planning and programming for Pilates Method clients

BSBMED301 - Interpret and apply medical terminology appropriately

CHCCOM005 - Communicate and work in health or community services

CHCCOM006 - Establish and manage client relationships





## Pathways to the 11332NAT Diploma of Professional Pilates Instruction

Students can elect to complete discrete Pathways according to apparatus, or all Pathways for the full Diploma qualification.

The modules as per Pathway include:



### PROFESSIONAL MATWORK + SMALL APPARATUS PATHWAY

THE MATWORK PRO.

Fundamentals  
Matwork  
Small Apparatus

WORK PLACEMENT HOURS | OBSERVATION - 20 | TEACHING - 70



### PROFESSIONAL REFORMER AND SMALL APPARATUS PATHWAY

THE REFORMER PRO.

Fundamentals  
Matwork  
Small Apparatus

WORK PLACEMENT HOURS | OBSERVATION - 20 | TEACHING - 70



### MATWORK, REFORMER AND SMALL APPARATUS PATHWAY

THE PILATES CLASS PRO.

Fundamentals  
Matwork  
Reformer  
Small Apparatus

WORK PLACEMENT HOURS | OBSERVATION - 40 | TEACHING - 100





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## PROFESSIONAL STUDIO INSTRUCTION PATHWAY

THE STUDIO PILATES PRO.

Studio

WORK PLACEMENT HOURS | OBSERVATION - 60 | TEACHING - 100



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## 11332NAT DIPLOMA OF PROFESSIONAL PILATES INSTRUCTION

THE TRIPLE THREAT PILATES PRO.

Fundamentals  
Matwork  
Reformer  
Small Apparatus  
Studio

WORK PLACEMENT HOURS | OBSERVATION - 100 | TEACHING - 200





# 11333NAT Advanced Diploma of the Pilates Method

What units of competency are covered?

## ADVANCED REPERTOIRE

NAT11333003 - Instruct Pre-Pilates repertoire for musculoskeletal rehabilitation  
NAT11333004 - Instruct the late intermediate Matwork and Small Apparatus repertoire  
NAT11333005 - Instruct the Pilates studio late intermediate Reformer repertoire  
NAT11333006 - Instruct the Pilates studio late Cadillac repertoire  
NAT11333007 - Instruct the Pilates studio late intermediate Wunda Chair and Barrels repertoire

## CLINICAL PILATES

CHCPOL003 - Research and apply evidence to practice  
CHCPRP005 - Engage with health professionals and the health system  
HLTAAP003 - Analyse and respond to client health information  
NAT11333001 - Provide Pilates method exercise strategies for clients with special conditions

## BUSINESS MANAGEMENT

BSBESB406 - Establish operational strategies and procedures for new business ventures  
BSBESB407 - Manage finances for new business ventures  
CHCPRP003 - Reflect and improve own professional practice  
HLTAAP003 - Analyse and respond to client health information  
TAEDEL414 - Mentor in the workplace



# International Courses.

## What Courses does Pilates ITC offer for International Students?

Pilates ITC offers six courses with certificate outcomes:

- Complete Pilates Instruction (Matwork, Reformer, Small Apparatus + Studio).
- The Matwork Class Professional (Matwork + Small Apparatus).
- The Reformer Class Professional (Reformer + Small Apparatus).
- The Pilates Class Professional (Matwork, Reformer + Small Apparatus).
- The Studio Pilates Professional.

The same units of competency are covered as outlined in the Australian Diploma of Professional Pilates Instruction course.

## The benefits of being an International Student.

When completing a Pilates ITC course internationally, Students enjoy several key benefits:

- Flexible Online Study: The Learning Management System (LMS) delivers high-quality content, including interactive modules and assessments, accessible from anywhere at any time.
- Certificate Outcome: Students earn a certificate designed to meet global standards, supporting their career progression in the Pilates industry.
- Worldwide Access: The course accommodates various time zones, making it suitable for learners across the globe.

Courses adhere to the highest industry standards.

[explore international courses](#)







# Your Story Starts Here.

## What about Pre-requisites?

Before enrolling at Pilates ITC, Students are encouraged to disclose any challenges in language, literacy, numeracy, or digital skills. This allows us to address your needs and ensure you understand the requirements for successfully completing your course.

The Diploma of Professional Pilates Instruction is an Australian Qualifications Framework (AQF) Level 5 qualification, requiring knowledge and skills at this level, while the Advanced Diploma is classified as AQF Level 6, demanding even higher competency standards.

Students must accept the policies and procedures outlined in the Student Handbook upon paying their deposit.

We welcome any questions or discussions prior to enrolment to clarify policies and ensure you feel supported throughout your studies.

Open communication helps us provide the best possible experience and tailored support.

[view enrolment process](#)

## Pilates ITC Copyright.

Pilates ITC's Copyright Policy describes the use and management of copyright material and applies to all students, staff and contractors.

[view policy and procedure](#)

## Which course is right for me?

If you're passionate about the Pilates Method and helping others achieve balance, strength, and overall well-being, the full qualification aka 11332NAT Diploma of Professional Pilates Instruction, could be the perfect fit. Whether you're a Pilates enthusiast keen to deepen your knowledge of Matwork, Reformer, and Studio apparatus, or looking to launch a career in the growing movement industry, Pilates ITC provides accredited training to help you thrive.

With expert Educators and a comprehensive curriculum, you'll develop the skills and confidence to deliver functional and creative Pilates experiences. For more information about the course and pathways, visit the Pilates ITC website.

## What is a Unique Student Identifier Policy (USI)?

Effective from January 1, 2015, all Australian-based (residing here or a citizen) Students enrolling with Pilates ITC must obtain a Unique Student Identifier (USI). The USI is a 10-digit reference number that creates a secure online record of your recognised training and qualifications completed in Australia.

[view policy and procedure](#)

## What if I am already a Pilates Instructor?

If you're already a qualified Pilates Instructor and wish to gain accreditation with Pilates ITC, we offer Recognition of Prior Learning (RPL) and Credit Transfer options. These options allow you to leverage your existing qualifications, skills, and experience to fast-track your accreditation journey. To get started, we encourage you to contact us to discuss your individual circumstances. Our Team will guide you through the process and provide support to help you achieve your goals.

Visit the Pilates ITC [website](#) for more details or to begin your application for RPL or Credit Transfer.

### 01

#### RPL

Recognition of Prior Learning (RPL) is an application-based process designed to acknowledge a Student's existing qualifications, skills, and industry experience, regardless of where and when the learning occurred. Students who have completed Pilates Instructor training with another education body or possess other formal movement- or science-based qualifications from Australia or overseas may be eligible for RPL. RPL can expedite course completion by crediting existing experience against accredited Pilates ITC units or formalising non-accredited Pilates courses.

#### Important Note:

- Applications for RPL must be submitted before enrolment and the commencement of training.
- RPL cannot be applied retroactively once a student has commenced studies with Pilates ITC.

[view RPL process](#)

### 02

#### CREDIT TRANSFER

Pilates ITC recognises qualifications and Statements of Attainment under National Mutual Recognition. If you have achieved the same Unit of Competency Outcome from another registered institution, you may be eligible for Credit Transfer. Approved credits will exempt you from completing the associated learning and assessments, although additional activities may be required due to clustered units. Refer to the policy for details.

[view credit transfer process](#)







# Policies and Procedures.



## Continuous Improvement.

At Pilates ITC, we are committed to the ongoing enhancement of our programs, services, and processes.

Our Continuous Improvement Policy ensures that we consistently strive for excellence, stay up-to-date with industry best practices, and respond effectively to feedback from Students, Team, and stakeholders.

Key Principles:

1. Quality Assurance
2. Feedback and Evaluation
3. Professional Development
4. Innovation and Best Practices
5. Data-Driven Decisions
6. Implementation and Review

[view policy and procedure](#)

## Complaints and Appeals.

At Pilates ITC, we are committed to providing a transparent, fair, and timely process for addressing complaints and appeals, in compliance with the Australian Skills Quality Authority (ASQA) requirements.

Our Complaints and Appeals Policy ensures that students, our team, and stakeholders have the opportunity to voice their concerns and have them resolved promptly and effectively.

Key Principles:

1. Fairness and Transparency
2. Timeliness:
3. Accessibility
4. Support

[view policy and procedure](#)

## Validation.

At Pilates ITC, we are committed to ensuring the highest standards of education and training through a robust validation process.

Our Validation Policy aims to ensure that our courses and assessments are accurate, reliable, and meet the needs of our Students and industry standards.

[view policy and procedure](#)

## Refund.

At Pilates ITC, we strive for clarity and fairness in our refund process. We offer a five-day cooling-off period from the date of enrolment, including weekends and public holidays. If you decide to withdraw within this timeframe, you're entitled to a full refund of all fees paid. Following this, deposits are non-refundable.

[view policy and procedure](#)

To apply for a refund in a cooling off period, contact our Student Support Team at your earliest possible convenience..



## Student Tools.

For detailed information regarding the necessary skills and tools required for your studies, please refer to the Pilates ITC Student Tools Policy. This policy outlines everything you'll need to succeed, including skills requirements, specific tools, and additional resources available to support you.

[view policy and procedure](#)

## Work Placement.

At Pilates ITC, Work Placement is an essential part of your training, providing hands-on experience and practical engagement with the subject matter.

You'll observe, practice teaching, and develop self-mastery by experiencing Pilates in your own body. This immersive approach ensures you gain the skills and confidence needed to excel as a Pilates Instructor.

[view policy and procedure](#)

## Course Duration.

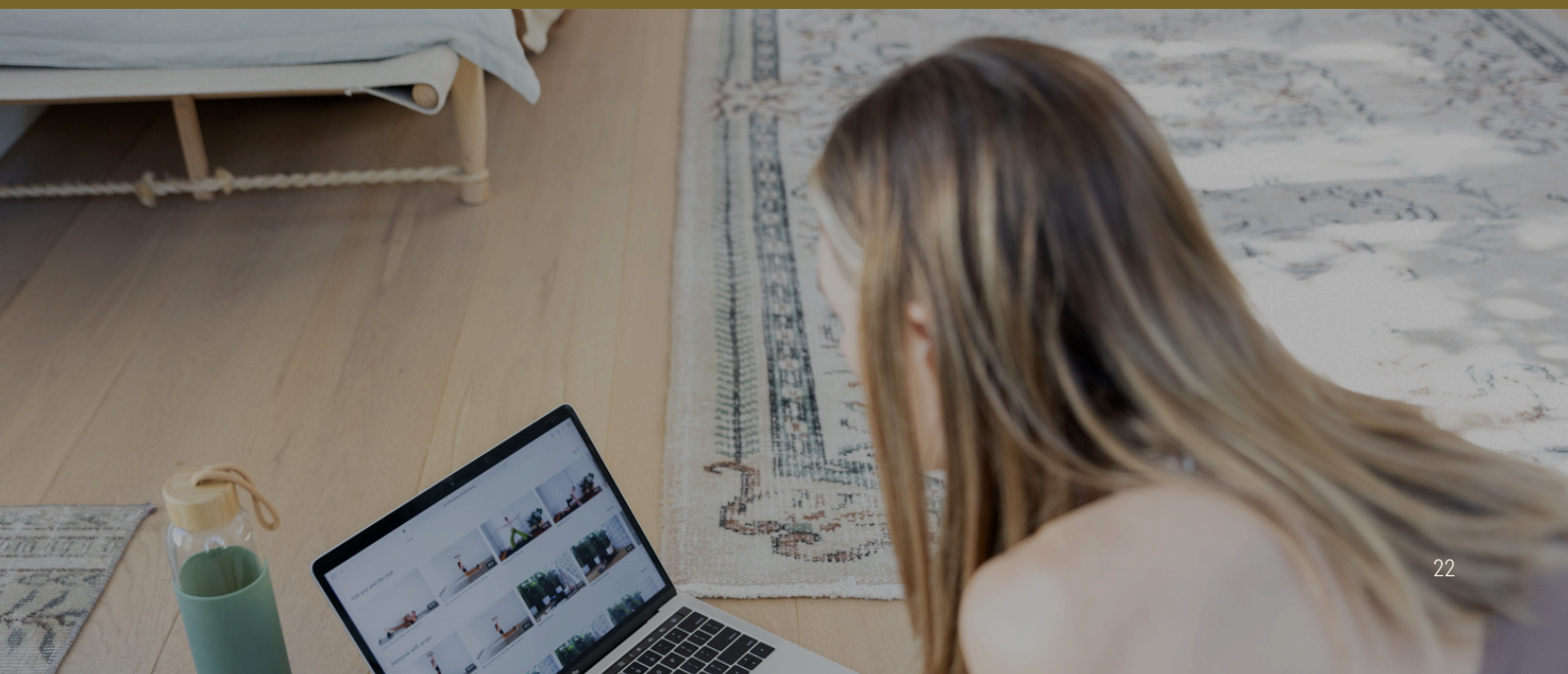
Pilates ITC reviews its Course structure annually to make sure we meet quality standards and stay up-to-date with current Pilates industry practices. Here's what you need to know about course durations:

### Course Duration Limits

- Diploma of Professional Pilates Instruction: 24 months
- Professional Studio Instruction Pathway: 16 months
- Professional Matwork, Reformer & Small Apparatus: 16 months
- Professional Matwork & Small Apparatus: 12 months
- Professional Reformer & Small Apparatus: 12 months
- Advanced Diploma: 24 months
- Anatomy & Physiology: 6 months

Read our full policy and procedures around course durations including what happens when you if exceeding the duration occurs.

[view policy and procedure](#)





## Assessment and Certification in the Australian VET System and for International Students.

In the Australian VET system, marking is competency-based, assessing students' skills and knowledge. They are marked as "Competent" or "Not Yet Competent" based on defined criteria in the Units of Competency. International students follow the same process but must meet English language requirements. We recommend self evaluation prior to enrolment of this by carrying out testing via IELTS or TOEFL. Fees for these tests vary by location.

Upon completing the course, international students receive the highest industry standard in education aligned with the standards of Australian courses. While the Certificate and recognition received upon completion is not accredited under the Australian Qualifications Framework (AQF), it does reflect comparable content and learning outcomes. These credentials may support further study or career development in Australia or overseas, depending on the institution or employer requirements.

## Student Assessment.

At Pilates ITC, we use a variety of assessment methods to ensure our Students achieve the required competencies.

Our assessments are designed to be fair, flexible, valid, and reliable, in line with the principles set by the Australian Skills Quality Authority (ASQA).

[view policy and procedure](#)

## Practical Assessments Policy.

At Pilates ITC, we offer flexible options for completing your practical assessments to accommodate your individual needs and circumstances. View our Practical Assessment Policies here.

[view policy and procedure](#)



## Reasonable Adjustment.

At Pilates ITC, we are committed to providing an inclusive and supportive learning environment for all Students. We understand that some Students may require reasonable accommodations to fully participate in our courses, teaching clinics, and assessments. This policy outlines the process for requesting and implementing reasonable adjustments in accordance with ASQA guidelines.

[view policy and procedure](#)

## Course Delivery and Teaching Clinic Locations.

The exact location of each in-person delivery day or teaching clinic will be listed in your timetable or schedule of events, accessible via your Student Portal. For information on accessibility requirements such as stairs or parking, please refer to the Instructor Studio Accessibility Policy.

If you are enrolled in the online-only option and wish to add in-person contact days or teaching clinics, please contact the Student Support team to discuss availability.

Pilates ITC strives to select high-quality, accessible studios for in-person course delivery and teaching clinics. However, accessibility may vary between locations. Courses cannot be relocated to accommodate individual needs, whether disclosed before the course starts or due to changes in circumstances.

If a venue is not accessible to you, refunds will not be provided, and delivery days will not be streamed online. Students unable to attend in person are advised to complete the required content via the Learning Management System (LMS).

[view policy and procedure](#)

Pilates ITC reserves the right to change course locations due to venue availability or unforeseen circumstances. Students will be notified as early as possible if such changes occur.

## Flexibility and Change.

At Pilates ITC, we pride ourselves on our flexibility. However, to maintain a functioning organisation and to effectively serve all our Students' needs, we must be consistent and fair in our decisions.

From time to time, life happens and you may want to change how your studies are structured.

They type of change has certain conditions that apply. View our full policy to find further information regarding:

1. Changing Course Dates
2. Deferment of Studies
3. Withdrawing from a Course (Extenuating Circumstances only)
4. Extending Study Period

By following these guidelines, we ensure that our policies are fair and transparent, helping you smoothly navigate any changes.

[view policy and procedure](#)

## Changes to Agreed Services.

At Pilates ITC, we are committed to providing the services as outlined during your enrolment.

However, there may be circumstances where adjustments are necessary to the location and Course cancellations. In such cases, please review the full policy and procedure.

[view policy and procedure](#)



# Support Services.

## Our mission to support you...

At Pilates ITC, the Student Support Team is committed to delivering exceptional services throughout every stage of your journey—from admissions and onboarding; through flexible, tailored support. Academic assistance via our dedicated educator team. Assessment marking coordination; compliance with regulatory standards. Through to the timely issuance of awards and seamless off-boarding.

We aim to provide a 5-star service with every interaction, upholding professionalism, empathy, and excellence. We are passionate about delivering our best service at all times.

We kindly remind Students that our team, while dedicated to your success, are people too. We work hard to support you, and we ask that all interactions are grounded in respect and consideration. Together, let's build a positive and successful study experience.

[view policy and procedure](#)

## Ask an Educator

At Pilates ITC, Students have direct access to our Senior Educator team for academic support. Whether you have questions about your coursework or need guidance on your studies, you can email our experienced Educators at any time for prompt and professional assistance. Your success is our priority, and we're here to help you every step of the way.

[askaneducator@pilates.edu.au](mailto:askaneducator@pilates.edu.au)

## Wellness at Pilates ITC


At Pilates ITC, we are committed to supporting the well-being of our students in alignment with ASQA and RTO Standards, which emphasise a safe and supportive learning environment. Our wellness support services are designed to ensure that students feel valued and cared for throughout their educational journey. Whether you need guidance, resources, or a listening ear, we are here to help you thrive both academically and personally. Your success and well-being are our priorities.


[view policy and procedure](#)






# #movementeducation

 Head Quarters: Monday - Friday 7:30am - 3:30pm AWST  
9a, 249 Leach Hwy, Myaree, Perth, Western Australia, 6154

 +61 08 9330 4570

 [Student Support](#) or [Ask an Educator](#)

 [pilatesitc.edu.au](http://pilatesitc.edu.au)

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