



# INTERNATIONAL STUDENT HANDBOOK

ACE SPORTS PTY LTD.

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INTERNATIONAL STUDENTS  
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## 1. ACE SPORTS ACADEMY

### Location Environment and cost of living information

Gold Coast campus Brisbane, the capital of Queensland - the Sunshine State - is a friendly welcoming city of 1.5 million people. The Ace Sports Academy campus is located on the Gold Coast, approximately 1 hour's drive south of Brisbane. The Academy is close to public transport facilities (The main bus stop is a 5 mins walk to the Academy). The Academy is close to the public Library at Southport where you will find a range of cafes, restaurants, gardens, cinemas and shopping facilities. Southport is only 10 minutes away from the PCYC.

With an average of 245 days of fine and sunny weather each year, the Gold Coast climate provides a pleasant environment all year round, ideal for enjoying an outdoor Lifestyle and activities.

The Gold Coast is famous for its beaches with Surfers Paradise beach located only 10 minutes away from the Academy Campus

### Facilities and Resources

Ace Sports Academy classes are conducted in a large air-conditioned building which offers students an ideal study environment. Students have access to a wide range of sporting equipment and resources; they can access most of the sporting equipment from the reception desk or order specific items through them. We strive to make their study experience rewarding and challenging.

### Classrooms

Ace Sports Academy is well equipped to meet your needs. The classroom is spacious and comfortable and designed to help you study in a relaxed and productive atmosphere. One of Ace Sports Academy's most distinguishing features is small class sizes. Smaller classes and a personalised touch make Ace Sports Academy outstanding in its ability to create a supportive educational environment conducive to all styles of Learning. As much of the course is designed for working in the sports industry the Ace Sports Academy has everything you need for your studies: a wide range of textbooks, Latest software, access to computers and wi-fi Internet connection.

### Living Costs

You'll be surprised at how inexpensive Living on the Gold Coast is. The prices of accommodation, food and drink, shopping and entertainment and transportation are among the cheapest in Australia. In addition, compared with other English speaking countries, Australia boasts a very affordable living standard. Living costs for average student are about \$250 ~ \$400 per week. These costs include expenses for accommodation, food, clothing, entertainment, transport, travel, telephone calls and other miscellaneous costs. The Gold Coast has a variety of accommodation options to choose from, including, home stay with Queensland families, private rental apartments or houses or share accommodation with other students. The prices for these can range from \$50 - \$260 per week. Ace Sports Academy staff or your Local agent can provide you with information regarding the best accommodation type to suit you. A weekly grocery bill can range from \$80 - \$127 a week. The prices given are very general guides. The following websites will provide more information of Living cost, accommodation and other useful information for your Life in Australia:

Home stay Accommodation - <http://www.homestaynetwork.org>

Study Gold Coast - <http://www.studygoldcoast.org.au>

Study in Australia - <http://www.studyinaustralia.gov.au>

Studyaustralia - <http://www.studyaustralia.com.au>

Brisbane life - <http://www.ourbrisbane.com>





### **The Food**

There is only the freshest of food and produce to be found on the Gold Coast, in particular fruit, vegetables and seafood. Australia has some of the best beef in the world.

### **The Lifestyle**

On the Gold Coast, people like to spend their Leisure time participating in various sporting activities, spending the day at the beach, having barbecues with friends and family, walking and relaxing in parks or you can travel to Brisbane, Queensland's capital city, simply by catching the train.

### **Transportation**

The Gold Coast has an easy-to-use, efficient bus system that services all parts of the Coast and surrounding suburbs. Buses regularly travel to the Local train hub at Southport & Pacific Fair so that you can catch a train to the city and other parts of southeast Queensland.

### **Premises**

Should Ace Sports Academy plan to relocate to new premises (including the head office and campus Locations), the director of Ace Sports Academy will notify the registering authority (Department of Education Training and Art) and the Commonwealth Register of Institutions and Courses For Overseas Students and all students enrolled with Ace Sports academy at least 20 working days before the relocation-taking place.



## 2. STUDENT SERVICES

### Student Visas

International students need to obtain a student visa before coming to Australia. After enrolment has been confirmed, Ace Sports Academy will provide students with a Confirmation of Enrolment and a Letter of Offer necessary to obtain this visa. We provide advisors to help with visa application. Information about student visas is available from the Australian Department of Immigration and Border Protection (DIBP) website ([www.immi.gov.au](http://www.immi.gov.au))

### Overseas Student Health Cover

Student Visa Holders are required as a condition of their visa granted to maintain private health insurance for the duration of their visa. Overseas Student Health Cover (OSHC) will be arranged for you by Ace Sports Academy and the cost will be added to your invoice.  
<https://www.oshcallianzassistance.com.au/default.aspx>

### Accommodation

Sharing accommodation is very popular with international students. You should look for advertisements on campus notice boards and Local newspapers. Expect that you will have to provide your own furniture when renting a house, apartment or bedsitter. Landlords require rent to be paid in advance, and will require a security bond equal to one month rent. Ace Sports Academy offers accommodation services ranging from home stay to share apartments.  
<http://www.homestaynetwork.org> & <http://www.studygoldcoast.org.au>

### Airport Pick-Up

Ace Sports Academy provides airport pick up services. Our representative is available to welcome international students on arrival at the airport and transfer them to their accommodation. Prior notification and confirmation is required. Remember you can fly directly to the Gold Coast's Coolangatta Airport

### School-Aged Dependents

Be advised that your school-aged dependents who accompany you to Australia will be required to pay full fees if they are enrolled in either a government or non-government School. Information of visa for your dependants can be found on the DIBP website: ([www.immi.gov.au](http://www.immi.gov.au))  
Study in Australia - <http://www.immi.gov.au/students/students/bringing>

Education Queensland (the Queensland State Government Department of Education, Training and the Arts) accepts applications for the enrolment of dependent children of international students studying in Queensland institutions of education and training. Acceptance of these children is permitted as a support to Queensland institutions that are enrolling international students. The processing of applications is through Education Queensland's international branch, Education Queensland International (EQI).

The schools following EQI website provides more detailed information of schools fees, how to enrol and required forms for your school-aged dependents to apply for study at a school in Queensland: Please contact the Academy for any assistance.

EDUCATION QUEENSLAND

<http://education.qld.gov.au/marketing/eqi/programs/dependantchildren.html>





## **Orientation**

Our orientation program provides students with important and valuable information and assistance. All students are scheduled for an orientation program in accordance with their course program.

These include:

- Campus information
- Student services
- Introduction to staff
- Medical insurance membership
- Opening bank accounts
- Academic issues including course attendance and progress requirements
- Complaints and appeals policy and process
- Purchasing text books
- Transport details and contact details for services such as doctors, police and Legal services
- ESOS Framework 2000
- Privacy Policy
- Critical Incident Policy
- Student Support Services
- RPL

## **Full Student Support Services**

Experienced staff at Ace Sports Academy are able to advise students in all aspects of student Life in Australia. Individual assistance is available to students in need of specialised guidance in personal and health matters. Our friendly student support team offers a range of support services including student accommodation, counselling services, orientation programs and school activities. We offer guidance on future study paths and academic progress.

Information sessions and workshops are provided for students who want to develop their skills and increase their chances of further study. All students are encouraged to participate in these sessions. Ace Sports Academy is a professional institution that provides courses based on the real world environment. This ensures our graduates are well prepared not only for university entry but also enter the industry and business markets.

Please refer to the Register of Support Services to view the full range of services offered or for further information:

Postal Address: P.O.Box 976, Southport 4215 Queensland, Australia

Phone: +61 7 55 975410 or +61 0417001643

Email: [acesports.edu.au@gmail.com](mailto:acesports.edu.au@gmail.com)



## **Directory of Local Services Gold Coast**

### **Police**

Headquarters D 200 Roma St, Brisbane Southport Police  
33646464  
55714222

### **Ambulance**

Non- urgent medical  
131223

### **RACQ**

For Breakdown  
131111

### **National Australia Bank**

12, Short Street, Southport, 4215  
55 286104

### **Commonwealth Bank**

5, Nearing Street Southport, 4215  
55 6020545

### **ANZ Bank**

81,Scarborough Street, Southport,  
4215  
55743208

### **Bank of Queensland**

87,Scarborough Street, Southport,  
4215  
55456732

### **State Library**

299 Montague Road West End (City)  
38407666

### **Gold Coast City Library**

Car of Garden & Laudon Street  
07 55817201

### **Centre Link**

15 Suter Street, Southport, Qld  
132300

**National Australia Bank**

12, Short Street, Southport, 4215  
55 286104

**Commonwealth Bank**

5, Nearing Street Southport, 4215  
55 6020545

**ANZ Bank**

81, Scarborough Street, Southport,  
4215  
55743208

**Bank of Queensland**

87, Scarborough Street, Southport,  
4215  
55456732

**State Library**

299 Montague Road West End (City)  
38407666

**Gold Coast City Library**

Car of Garden & Laudon Street  
07 55817201

**Centre Link**

15 Suter Street, Southport, Qld  
132300

**Dentist**

Little High Street, Southport  
56780220

**Doctor**

Mermaid Junction Medical Centre  
0755726888

**Medibank Private**

Shop 315, Australia Fair Shopping Centre  
55247684

**Australian Taxation Office**

Adelaide St, Brisbane  
132861

**DIBP Regional Office**

Adelaide Street, Brisbane  
1800 009 623



## **Embassies and Consulates**

### **Argentina**

(02) 6273 9111

### **Brazil**

(02) 6273 2372

### **Cambodia**

6273 1259

### **Chile**

9654 4479

### **China (PRC)**

(03) 9822 0604

### **France**

(03) 9820 0921

### **Germany**

6270 1911

### **Great Britain**

9650 4155

### **Greece**

(03) 9866 4524

### **Hungary**

(03) 9650 8636

### **Indonesia**

(03) 9525 2755

### **Italy**

(03) 9861 5744

### **Japan**

(03) 9639 3244



**Korea (Sth)**

6273 3044

**Malaysia**

9820 0921

**Russia**

6281 2716

**Spain**

9347 1966

**Switzerland**

(03) 9867 2266

**Taiwan**

(03) 9650 8611

**Thailand**

(03) 9650 1714

**Vietnam**

(02) 6268 6059



### 3. POLICY ABOUT ENTRY REQUIREMENTS FOR REGISTERED COURSES

Potential and enrolled students are informed accurately of the entry requirements for courses via the International Student Handbook and Course Outlines published and available on the Ace Sports Academy website. The International Student Handbook and course outlines are given to international students prior to enrolment. These course outlines clearly show the potential or enrolled student that they must attend classes and complete all required assignments of a specific word Length and/or an examination at the end of the courses. Potential students are informed of the course duration, course pre-requisites or requirements, relevant unit details, semester start times, timetable of units, fee schedule, etc. They are informed of this in the following ways:

Letter/email communication with the Administration Manager/Academic manager or their proxy, in the annual student handbook available at the beginning of each year, in the course outline and via the Ace Sports Academy websites.

The following sections are excerpted from the Ace Sports Academy policy relating to overseas students printed in all copies of the Ace Sports Academy course manuals:  
Attention is drawn to the following matters relating to candidates and to study in Australia.

#### **Privacy Act**

The information provided by overseas students to the provider (the Ace Sports Academy) may be made available to Commonwealth and State agencies and the Fund Manager of the Educational Services for Overseas Students (ESOS) Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and the provider is required, under section 19 of the ESOS Act 2000, to tell the Department of Immigration and Border Protection about: (i) certain changes to the student's enrolment; and (ii) any breach by the student of a student visa condition relating to attendance or satisfactory academic performance. Student details of address, email and phone numbers are entered into the Ace database and remain confidential. The Ace Sports Academy in its operations and provisions complies in all ways with the Privacy Amendment (Private Sector) Act 2000. This prevents Ace Sports Academy from providing any student details to any other person other than the student without the express permission of the individual concerned. This permission must be given in writing.

#### **Visas and Government Regulations**

The Ace Sports Academy is not responsible for any matters relating to student visas applications. These will be the responsibility of the candidates and enquiries should be directed only to the Department of Immigration and Border Protection (DIBP). The Ace Sports Academy is responsible for ensuring that overseas students abide by the regulations concerning the terms of their visas and has a responsibility for reporting breaches of those regulations. Time of candidature for overseas students will be subject to government imposed restrictions and the terms of their visas.





## English Language Proficiency

Except in the case of those who have a tertiary qualification taught in English, international candidates whose first Language is not English will be required to sit an IELTS test. The Ace Sports Academy may also require a test of other individual candidates. The entry requirements for specific courses are as follows:

## English and Academic Requirements

Students must meet minimum academic and appropriate English proficiency Level requirements to be accepted into Ace Sports Academy courses. The academic requirements vary according to country and course Level chosen. Entry requirements are assessed by Ace Sports Academy during the application process. Please refer to Table 1 for English requirements and Table 2 for Academic Requirements.

Note: The Australian Government requires international students to meet Minimum academic standards before they can obtain a student visa. In addition, international students must be enrolled in full time study to satisfy visa requirements.

## English Language Entry Requirements

### Certificate II/III & IV

IELTS - 5.0  
TOEFL (paper) - 500  
TOEFL (computer) - 175  
TOEIC - 600  
Cambridge - Face "C"  
O-Levels English - D7  
A-Levels English - D8  
HKCEE Syllabus - D  
HKALE - D  
SPM - D7

### Diploma

IELTS - 5.5  
TOEFL (paper) - 525  
TOEFL (computer) - 195  
TOEIC - 700  
Cambridge - FCE "C"  
O-Levels English - C6  
A-Levels English - D7  
HKCEE Syllabus - C  
HKALE - D  
SPM - C6



## Academic Entry Requirements

### Certificate II/III & IV

**Australia:** Successful completion of Year 10

**Bangladesh:** Senior School Certificate with average 50%

**Bahrain:** Secondary School Leaving Certificate

**Brazil:** Equivalent of Australian Year 11

**Brunei:** Completion of GCE 'O' Level

**Canada:** Successful completion of Year 11

**Chile:** Bachillerato

**China:** Year 12 pass grades

**Colombia:** Bachillerato

**Czech Republic:** Completion of Year 11 High School

**Fiji:** Form 6

**Hong Kong:** HKCEE pass grades in 4 academic subjects

**India:** Completion of Higher Secondary School Std XII

**Indonesia:** Completion of SMU II

**Iran:** High School Diploma

**Japan:** Year 12 Kotogakko pass or Year 11 superior grades

**Kenya, Tanzania:** Secondary Education pass grades in 8 major subjects or GCE 'O' level exam pass grades in 4 major subjects

**Korea:** Year 12 Kodung Hakkyo pass/Year 11 very good grades

**Kuwait:** General Secondary School Certificate

**Lebanon:** Baccalaureate General

**Macao:** Successful completion of Form 5 or Senior 2

**Malaysia:** SPM pass grades in 5 major subjects/MICSS UEC pass

**New Zealand:** Successful completion of Year 11

**Norway:** Year 11 good grades

**Oman:** Secondary School Leaving Certificate

**Poland:** Successful completion of Year 11 High School

**Russia:** Successful completion of Certificate of Secondary Education (Attestat)

**Saudi Arabia:** General Secondary Education Certificate

**Singapore:** GCE 'O' level pass grades in 4 academic subjects

**Sweden:** Successful completion of Leaving Certificate from compulsory education (Slutbetyg fran Grundskola)

**Switzerland:** Successful completion of Year 11 or equivalent

**Taiwan:** Successful completion of Senior Year 2

**Thailand:** Year 12 Matayom 6 pass, or Year 11 superior grades

**Turkey:** Successful completion of Lise Diploma, Year 11 or equivalent

**United Arab Emirates:** General Secondary School Certificate

**Vietnam:** Successful completion of Year 11



## Diploma

**Australia:** Completion of Year 12

**Bangladesh:** Completion of Higher Secondary School with average 55%

**Bahrain:** Secondary School Leaving Certificate and Certificate IV

**Brazil:** Equivalent of Australian Year 12

**Brunei:** Completion of GCE 'A' Level

**Canada:** Completion of Year 12

**Chile:** Completion of Year 12

**China:** Year 12 very good grades

**Colombia:** Completion of Year 12

**Czech Republic:** High School Leaving Certificate (Maturita)

**Fiji:** Completion of Year 12

**Hong Kong:** HKALE with passes in 2 academic subjects

**India:** Completion of Higher Secondary School Std XII Good grades

**Indonesia:** Completion of SMU III

**Iran:** High School Diploma and Certificate IV or Pre-University Certificate

**Japan:** Year 12 Kotogakko very good grades

**Kenya, Tanzania:** Secondary Education good grades in 8 major subjects or GCE 'A' level exam pass grades in 2 major subjects

**Korea:** Year 12 Kodung Hakkyo very good grades

**Kuwait:** General School Certificate and Certificate IV

**Lebanon:** Baccalaureate Certificate and Certificate IV

**Macau:** Successful completion of Senior Middle 3

**Malaysia:** STPM pass grades in 2 major subjects, or MICSS UEC good grades in 4 major subjects or SACE, or OSSD (OAC subjects)

**New Zealand:** Completion of Year 12

**Norway:** Upper Secondary Leaving Certificate pass grades

**Oman:** Secondary School Leaving Certificate and Certificate IV

**Poland:** Successful completion of High School Leaving Certificate (Matura)

**Russia:** Successful completion of Certificate of Secondary Education (Attestat)

**Saudi Arabia:** General Secondary Education Certificate and Certificate IV

**Singapore:** GCE 'A' level pass grades in 2 academic subjects

**Sweden:** Successful completion of Upper Secondary School Leaving Certificate

**Switzerland:** Successful completion of Federal Maturity Certificate or equivalent

**Taiwan:** Successful completion of Senior Year 3

**Thailand:** Year 12 Matayom 6 good grades

**Turkey:** Successful completion of a course equivalent to international Baccalaureate or first year University in Turkey

**United Arab Emirates:** General Secondary School Certificate and Certificate IV

**Vietnam:** Successful completion of Diploma of General Education (Bang Tu Tai)



Note:

1. A student with a Certificate III will be admitted to Certificate IV course in the same or closely related study area, while a student with a Certificate IV will be admitted to Diploma course of the same or closely related study area
2. Not all qualifications are listed and students with other qualifications should send their details to Ace Sports Academy Admissions Centre for assessment.
3. Mature age students (21 years of age and over) may be admitted to Diploma or Certificate IV courses without meeting the formal academic requirement.\*
4. If a student intends to subsequently apply to university for further studies, Australian universities expect applicants to have completed senior secondary education (or equivalent). Such students should also consider their selection of study carefully, as academic pathways to universities often require studies with similar areas.

Subject to Department of Immigration and Border Protection (DIBP) visa requirements.



#### 4. FEES & CHARGES (IN AUSTRALIAN DOLLARS)

For a list of our current fees and charges please go to our Courses Section of the website: or please contact us by email or phone to request a quote.

Other Charges (\$AUD):

Enrolment / Application Fee (non refundable): \$150

Student visa charge (approx for 1 year): \$550

Airport Reception: \$100

Home stay Placement Fee: \$190

Guardian Placement Fee: \$220

Home stay (Per Week): \$180 - \$260

Medical Insurance / Overseas Student Health Cover (OSHC): \$507 (12 months)

Please note the prices below are an example only.

Notes: The compulsory components of the course fee are the tuition fee, and administration fees (A\$150)

For example, the course fee payable for Diploma of Sport Development is \$11,500, (tuition fee) + \$150 (Admin fee)

You MUST pay a Student Visa Charge [www.immi.gov.au](http://www.immi.gov.au)

You MUST pay Overseas Student Health Cover (OSHC).

Health Cover - <https://www.oshcallianzassistance.com.au/default.aspx>

Other charges will be additional

All The fees and charges are subject to change



## 5. HOW TO ENROL

Fill in our Online Application form or print out a form and send it in by post.

Complete the application form with documentary evidence that demonstrate you meet the entry requirements. Attached certified copies of all academic qualifications and required documentation including:

- Passport (photocopy of photo and passport number/nationality)
- School reports,
- Relevant employment records,
- Examination certificates,
- Transcripts and English Language test scores such as IELTS or TOEIC/TOEFL to prove that you meet the entry requirements for the course you intend to study.

You must provide certified copies of original documents. Photocopies of certified copies are not acceptable. Certified copies means copies authorised, or stamped as being true copies of originals, by a person or agency recognised by the Law of your home country. In Australia, this means a copy which is authorised as a true copy by a person before whom a Statutory Declaration may be made. Such authorised persons include the following: Magistrate, Justice of the Peace, Commissioner for Declarations, Commissioner for Affidavits, Solicitor, Registered medical practitioner, Bank manager, Postal manager, an Australian Public Service Officer with 5 years or more service.

If you cannot send in some of the required document please contact us for further information

Send your application form along with the attached documents to the Admissions Office at Ace Sports Academy or to one of our representative offices via Email: [acesports.edu.au@gmail.com](mailto:acesports.edu.au@gmail.com) or by post send your documentation to:

### **Admissions Dept**

Ace Sports Academy  
P.O. Box 976  
SOUTHPORT, 4215  
QLD, Australia

Your application will be acknowledged promptly and you will be notified if your application is accepted. In order to accept the offer of a place it will be necessary to obtain a bank draft made payable to:

ACE SPORTS PTY LTD or alternatively pay a bank transfer for the amount specified for the offered intake.

On receipt of payment, your place at Ace Sports Academy will be confirmed. Ace Sports Academy will issue a 'Confirmation of Enrolment' form which must be presented to an Australian Diplomatic Mission when applying for a student visa.





## 6. POLICY ABOUT STUDENTS PREVIOUSLY ENROLLED IN RELEVANT COURSES

### **Purpose:**

This Policy addresses Standard 7 of the revised National Code 2007: Transfer between Registered Providers.

### **Policy:**

This Policy applies to all students enrolled with another registered provider and who have previously completed a relevant course, and to students who have been enrolled in a relevant course but have not completed the course. The policy must be followed by all staff managing enrolments or admissions at the Ace Sports Academy. The Ace Sports Academy will only accept and process your student transfer from another provider if:

It is satisfied that the student has demonstrated a commitment to previous studies. It is satisfied that the student has demonstrated a good attendance record.

It is satisfied that the student has paid all course fees. If the course was not completed the original registered education provider has provided a written Letter of release.

The student transfer between registered education providers (including those under 18 with permission from a parent or Legal guardian) has completed six months of their principal course except in circumstances outlined in Standard 7 Transfer between registered education providers (The National Code 2007, pp. 17-18):

- i. the original registered education provider or its course/s in which the student was enrolled has ceased to be registered or has a sanction imposed on it;
- ii. Any government sponsor of the student considers the change to be in the best interest of the student and has provided written support for that change.



## 7. CANCELLATION AND REFUND POLICY

This policy has been developed in accordance with Section 28(1) of the ESOS Act 2000.

A copy of this policy must be given to all intending and enrolling overseas students before any course fees are paid. This policy and agreement is available on the Ace Sports Academy website [www.acesports.edu.au](http://www.acesports.edu.au) and attached to the Ace Sports Academy 'LETTER OF OFFER' & 'LETTER OF ACCEPTANCE' Form.

1. For the purposes of the Refund Policy only a course, is defined as one full semester of study in any program of Ace Sports Academy.
2. ALL notifications of withdrawal from a course, or requests for refunds, must be made in writing to Ace Sports Academy. Enrolment fees are nonrefundable.
3. If an applicant accepts a place offered by Ace Sports Academy and pays the tuition fees, it means a binding contract is created between the student and Ace Sports Academy.
4. Ace Sports Academy will refund within 28 days and without deduction, all tuition fees paid where the student's Application for Admission is refused by the Academy.
5. If an offer of a place is withdrawn by the Academy because the original offer was made on the basis of incomplete or incorrect information supplied by the student, the Academy reserves the right to withhold 10% of the tuition fees paid for the first semester and to refund the balance.
6. The Academy agrees to refund within 28 days and without deduction, all tuition fees paid where the student provides certified evidence that the Australian immigration authorities rejected the application for a student visa.
7. In the unlikely event that the Ace Sports Academy is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by the Ace Sports Academy at no extra cost to you. You have the right to choose whether you would prefer a refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement

Finally, should the Ace Sports Academy be unable to provide a refund or place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.



8. A student wishing to cancel or take leave for any reason must notify the student accounts office in writing to request approval. Ace Sports Academy makes no guarantee that such requests will be approved.
9. If a student wishes to defer their admission until a later semester, Ace Sports Academy will hold the tuitions fees paid until commencement without levying a penalty. Notification is to be received in writing at least 8 weeks prior to the commencement date.
10. In a case of cancellation prior to the commencement, a partial refund of tuition fees will be calculated based upon the date written notification is received by Ace Sports Academy. (See refund table below)
11. In a case of cancellation after commencement, a partial refund of tuition fees will be calculated based upon the duration of study undertaken prior to date of cancellation. (see refund table)
12. A student who is expelled by Ace Sports Academy will not be entitled to any refund tuition fees for that semester of study.
13. Any commission paid to an agent as portion of the fees is not considered as part of any refund and will be retained.
14. Other information concerning the refund of tuition fees. The provider (Ace Sports Academy) must pay the refund or respond to the request within four (4) weeks of receipt of the written claim from the student by the Ace Sports Academy Administrator.

Refunds will normally be made in the same currencies as the fees were originally paid and will be made in the student's home country except in documented exceptional circumstances.

As it is the student only who enters into the written agreement with the Ace Sports Academy, and no third party is normally involved, the refund will normally be paid to the student. If the student wishes the refund to be paid to someone else (eg. in the event that the tuition fees were paid by another person), the student must provide a Letter of authority signed by the student and the receiving party, including account details of the receiving party, enabling the Ace Sports Academy to pay the other party. The Letter should be attached to the request for refund.



In circumstances where a student is approved to study at another institution in Australia, any refund must be paid directly to the new Institution accepting the student. Refunds in the form of transfer of fees to another institution will be made subject to the student presenting evidence of acceptance into that institution.

A notice of withdrawal due to exceptional circumstances may be accepted as grounds for a total or partial refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund. Exceptional circumstances may include:

- Inability to obtain a student visa
- Illness or disability
- Failure to meet English Language requirements for admission
- Death of the student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event which prevents full payment of fees.

15. This agreement, and the availability of complaints and appeals process, does not remove the right to take action under Australia's consumer protection Laws.

16. COOLING OFF PERIOD: Learner's shall be provided with sufficient materials and information including but not limited to marketing materials, enrolment form, direction to appropriate websites (i.e. [www.myskills.gov.au](http://www.myskills.gov.au)) so that they may make a fully informed decision about their choice of qualification and training organisation.

### Courses Refund Policy Table

If a student cancels from a full-time program for any reason

NOTIFICATION PERIOD	CHARGES
More than 8 weeks before course starts	\$500
Less than 8 weeks before course starts	50% of Semester Fee
Less than 4 weeks after course starts	70% of Semester Fee
More than 4 weeks after course starts	No refund

These agreements do not remove the right to take further action under Australia's consumer protection Laws. Ace Sports Academy dispute resolution processes do not prevent the student from pursuing other Legal channels. These policies are subject to change, please visit our website: [www.acesports.edu.au](http://www.acesports.edu.au) for current policies.



## 8. DEFERRAL, SUSPENSION AND CANCELLATION POLICY

Ace Sports Academy has a documented policy and procedures in place for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.

Note:

If a student's enrolment is deferred, suspended or cancelled, her or his student visa status may be affected

If the student wishes to defer his/her admission or take leave of absence until a later semester, Ace Sports Academy will hold the fees paid for 6 months, as at the date advised in writing, without levying a penalty. If the student subsequently withdraws or exceeds this agreed holding period, all fees paid will be automatically surrendered to and become the absolute property of Ace Sports Academy.

Ace Sports Academy will not transfer fees to another Academy or to a currently enrolled student, unless arranged at the time of enrolment.

A \$200 fee applies for deferring, withdrawing or transferring.



## Policy

There are limited circumstances in which a student's enrolment may be deferred, suspended or cancelled. Definitions:

- Deferral: Postponement of commencement of a course
- Suspension: Temporary postponement of enrolment during course
- Cancellation: Cessation of enrolment in course

## Procedure

Student initiated deferral, suspension or cancellation, Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- visa delay; or
- compassionate and compelling circumstances - these are generally beyond the control of the student and have an impact on the student's course progress or well being. These could include but are not limited to:
- Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes; or
- Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided); or
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- Traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student; (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Students must submit a form to Administration requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate and police reports etc). Ace Sports Academy will assess the application and make a decision within seven business days. If an international student's application for deferral or suspension is approved, Ace Sports Academy will notify the Department of Immigration and Border Protection (DIBP) through the PRISMS. The student's application and all supporting documents will be kept in the student's file

## Deferral prior to commencement

Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Admissions office. When the deferral is processed the student will receive a revised Letter of Offer and CoE.

## Suspending your enrolment

Students wishing to suspend their enrolment must complete a "Student request to defer, suspend or cancel a course" form with all supporting documentation attached. All applications should be submitted at least 14 days prior to suspension date. The maximum suspension period is six (6) months. Approval will only be given in the limited circumstances described above. The student will receive notification in writing of the result of the request.





## **Cancelling your enrolment**

Students wishing to cancel their enrolment must complete a "Student request to defer suspend or cancel a course" form with all supporting documentation attached. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

## **Under-18 students**

All students under 18 years of age wishing to defer, suspend or cancel their course must in addition to the above requirements supply a written request from their parent or legal guardian at the time of application. Adequate welfare and accommodation arrangements must be in place before any modification of their enrolment will occur.

Deferring, suspending or cancelling an enrolment may affect your student visa. All students should contact their nearest DIBP office or refer to [www.immi.gov.au](http://www.immi.gov.au) for further information.

Any deferral, suspension or cancellation will be reported on PRISMS and supporting documentation recorded in the student file.

Ace Sports Academy can only defer or temporarily suspend the enrolment of the student on the grounds of:

- compassionate or compelling circumstances( such as illness where a medical certificate states that the student is unable to attend classes) or
- misbehaviour by the student

If Ace Sports Academy has initiated the suspension or cancellation of a student's enrolment, the Ace Sports Academy will:

1, Inform the student by giving him / her a 'letter of intent to Defer, Suspend/Cancel' of its intention to temporarily suspend or cancel his / her enrolment to DIAC through the Secretary of DEEWR via PRISMS, and that he / she will have 20 working days to access the Ace Sports Academy's internal complaints and appeals process.

2. If the student accesses the Ace Sports Academy's internal complaints and appeals process, the temporary suspension or cancellation of the student's enrolment under this standard can not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. (TNC,2007,p.23)

The Ace Sports Academy will demonstrate compliance with standard 13 by providing the following documents: a copy of the information given to students prior to the enrolment which states the grounds on which students' enrolment may be suspended, or cancelled;

ACE Guidelines for International Students (GIS) handbook provides evidence that The Ace Sports Academy has informed affected students that suspending or cancelling their enrolment may affect their student visas. This will also be included in the letter or form given to students. Included in the (GIS) The Ace Sports Academy 'Complaints & Appeals 'processes.



All documents relating to the student's case will be kept in the student's file and treated as confidential, with appropriate access available to involved parties;

If it deems the student's behaviour to be unacceptable for an educational setting. [Students will know what behaviour is acceptable/unacceptable as the provider will have informed them before enrolment about grounds on which their enrolment may be suspended or cancelled (see standard 2.1f of NC)]

If the student behaves in a way which could potentially bring the Academy into disrepute

If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.

If the student has received two formal warnings from the Academy for disobeying Academy rules. A formal warning will be issued if a student:

1. Disobeys any Academy rules signed by the student when enrolled
2. Knowingly engages in material plagiarism, cheating or academic misconduct
3. Does not abide by the email and internet rules as stipulated by the Academy
4. Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
5. Misuses or willfully damages Academy facilities, equipment or property.

Where suspension or cancellation is initiated by Ace Sports Academy, students will receive a notice of Intent to Defer, Suspend or Cancel Enrolment. This notice will clearly identify that a student will be given 20 days to access the Academy's complaints and appeals process. When the appeals process is initiated, Ace Sports Academy will maintain the student's enrolment until the appeals process is complete.

If the student appeals the decision to defer, suspend or cancel his or her studies, the provider must not notify DEEWR of a change to the enrolment status until the internal complaints and appeals process is completed.

In the case of Under-18 students, a copy of the notice of Intent to Defer, Suspend or Cancel Enrolment will be forwarded to the parents or legal guardian. Ace Sports Academy will liaise with the parents or legal guardian to achieve the best possible outcome.



Where Ace Sports Academy intends to defer, suspend or cancel the enrolment of a student under 18, Ace Sports Academy will continue to check the suitability of accommodation and welfare arrangements until:

- a) The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
- b) The student leaves Australia;
- c) Other suitable arrangements are made that satisfy migration regulations; or
- d) Ace Sports Academy reports under Standard 5.1 that it can no longer approve of the arrangements for the student.

The suspension or cancellation will be notified to DEST on completion of the 20 days, or at the end of the appeals process if the appeal is not upheld.

Any deferral, suspension or cancellation will be reported on PRISMS and supporting documentation and the outcome of the appeal (if any) recorded in the student's file.

### **Review**

This policy shall be reviewed annually in compliance with education industry standards including the National Code of Practice for Registration Authorities Providers of Education to Overseas Students

### **Internal Transfer policy**

- i. A student may transfer to another course at Ace Sports Academy and pay any cost difference if the new course is more expensive. If the course is less expensive, the student will be granted a refund.
- ii. If the student wishes to transfer to another Ace Sports Academy course, s/he has to apply in writing to the Ace Sports Academy Academic Manager before the end of the first week of each new term/semester. The Ace Sports Academy Academic Manager may need to discuss with the student his/her transfer request and other academic matters before making the final decision. The Academic Manager will provide the student with the final decision in writing in within 5 working days.
- iii. The student will not be allowed to transfer to another course whose duration exceeds the duration of the course they are currently enrolled in.
- iv. Both the student application for the transfer to another Ace Sports Academy course and the Ace Sports Academy Academic Manager's decision will be recorded and placed in the student's file and an adjustment will be made to the student's information in the Ace Sports Academy computer database.



## 9. STUDENT TRANSFER (to another Provider) POLICY

### Purpose:

This Policy addresses Standard 7 of the revised National Code 2007: Transfer between Registered Providers.

### Scope:

This Policy applies to all students enrolled at Ace Sports Academy and must be followed by all staff managing enrolments or admissions.

### Procedure:

This Student Transfer Policy and Procedure (the Policy) applies to students who enrol at Ace Sports Academy:

- In a principal course of study, and you have not yet completed six months of that course; or
- in a prerequisite or enabling course that forms a package with the principal course of study

If the Policy applies, the student is only entitled to transfer to a course provided by another Registered Provider, in the circumstances set out in this Policy. In some circumstances students will not need a release from Ace Sports Academy in order to transfer.

When you need to obtain a release from Ace Sports Academy before you transfer?

If you are a student covered by this Policy, you must obtain a release from Ace Sports Academy before you can change to a course provided by another Registered Provider, unless one or more of the following circumstances applies:

Ace Sports Academy has ceased to be registered as a provider or the course in which you are enrolled has ceased to be registered;

Ace Sports Academy has had sanctions imposed on its registration by the Australian government or a State or Territory government, which prevents you from continuing your principal course; and/or

You are a government sponsored student and your government sponsor considers the change to be in your best interests and has provided written support for that change.

If one of these circumstances applies, you do not need to obtain a release from Ace Sports Academy before you can change to a course provided by another Registered Provider. Ace Sports Academy Refund Policy will determine the extent, if any, to which you are entitled to a refund of tuition fees.



## How to apply for a release?

If you are required to obtain a release from Ace Sports Academy before changing to a course provided by another Registered Provider, you must:

first consult with Ace Sports Academy International Liaison Officer and Academic Manager (the outcome of the consultation will be recorded and placed in the student's file); and

Then Lodge a written "Application for a Release from Ace Sports Academy", using the form of application shown in Appendix A.

You must ensure that your application form is fully completed and that all required supporting material is provided when your application form is lodged. You must:

clearly and fully state on the application form, the reason(s) / ground(s) for seeking a transfer;

provide Ace Sports Academy with a Letter from the registered provider of the course to which you wish to transfer, confirming that a valid enrolment offer has been made; and

Provide Ace Sports Academy with all other documentary evidence in support of your application or that is referred to in your application.

If you are under 18 years of age at the time you Lodge the application form with Ace Sports Academy you must also:

provide Ace Sports Academy with written confirmation that your parent or Legal guardian support the transfer; and

Where you are not being cared for in Australia by a parent or suitable nominated relative, provide Ace Sports Academy with a valid enrolment offer which confirms that the registered provider of the course to which you wish to transfer will accept responsibility for approving your accommodation, support and general welfare arrangements in accordance with the National Code of Practice.

Failure to comply with these requirements may adversely affect the outcome of your application



### **Grounds for granting your application for a release**

Ace Sports Academy considers that it is reasonable to grant an application for a release, and will grant an application for a release, if you have made an application in accordance with the Policy and one or more of the following circumstances apply:

There are medical grounds requiring you to transfer and they are evidenced by a Letter or certificate from an Australian registered medical practitioner that explains the medical grounds that require you to transfer;

Ace Sports Academy considers that there are compassionate grounds for granting your application; Ace Sports Academy considers that your principal course (or a prerequisite or enabling course that forms part of a package with your principal course) is inappropriate for, and does not adequately meet, your needs;

Ace Sports Academy considers that there are academic grounds for granting your application;

Ace Sports Academy considers that your personal difficulties or educational problems cannot be addressed by its resources; or

Ace Sports Academy considers that it is in your best interests to grant your application.

### **Grounds for rejecting your application for a release**

- Ace Sports Academy considers that it is reasonable to refuse an application for a release, and will refuse an application for a release, in the following circumstances:
- A student has not had a valid enrolment offer from the receiving provider.
- If the student is an under-18, there is not written evidence that the student's parent or Legal guardian supports the transfer AND written confirmation that the new provider will accept responsibility for approving a student's accommodation support and general welfare arrangements as per Standard 5 of the National Code 2007.
- Where you apply for a release from a course provided by Ace Sports Academy in order to transfer to a course provided by another Registered Provider and Ace Sports Academy considers the other course to be the same, similar or equivalent, except where Ace Sports Academy considers that exceptional circumstances exist in relation to your welfare;
- Where you have not first met with the Ace Sports Academy International Liaison Officer and Academic Manager,
- Where Ace sports Academy considers that granting a release may adversely affect your welfare;
- Where Ace Sports Academy considers that the best interests of the student would not be served by granting the request, such as (without Limitation) where Ace Sports Academy has concerns about: the suitability of the intended course for you; your present or future academic performance or achievement; or your welfare;
- Where Ace Sports Academy considers that granting a release may result in you avoiding being reported to a government authority for a failure to meet any attendance, academic progress or other requirement of Ace Sports Academy, the Law, the National Code of Practice or any government authority;
- Ace Sports Academy considers that any fact or belief offered in support of your application is untrue;





- The student's application does not comply with any requirement of this Policy (including the requirement to first consult Ace Sports Academy International Liaison Officer and Academic Manager before Lodging the application form); or
- Student is experiencing course schedule conflict with personal, work, or other non-study commitments;
- Ace Sports Academy does not consider that your application is supported by sufficient documentary evidence, or you have failed to provide any document that is required

### **Assess Process Time frame**

Ace Sports Academy will advise you in writing of the outcome of your application within seven (7) business days of the date on which Ace Sports Academy receives your application form.

### **Outcome Notification and Records (NCS 7.4 )**

If Ace Sports Academy grants your application for a release, you will be:

advised that the 'Letter of release' will be issued at no cost to the student;

advised to contact the Department of Immigration and Citizenship (DIAC) to seek advice on whether a new student visa is required;

A new student visa may be required if the new course is in a different sector to the original course or if there is an extension required to the student's visa. To find out more about visa requirements, go to: [Http: //www.immi.gov.au](http://www.immi.gov.au) or call 131 881

send a withdrawal form from the studies/course/subjects; and

Advised about the extent of your entitlement (if any) to a refund of tuition fees under Ace Sports Academy Refund Policy.

If Ace Sports Academy refuses the application for a release, students will be:

provided with written reasons for the refusal; and

will be given 20 days to access the Academy's complaints and appeals process.

if the appeals process is initiated, Ace Sports Academy will maintain the student's enrolment until the appeals process is complete. Refer to the Academy Complaint and Appeals Policy for further details.



## 10. COMPETENCY ASSESSMENT

The courses offered by Ace Sports Academy have been structured in such a way as to enable applicants who are already proficient in the requisite competencies to apply for a Competency Based Assessment. Competency Based Assessment is different from other types of assessments which may be used to assess previous education and training.

### Definitions

The Competency Standards definitions of assessment is that "Assessment is the process of collecting evidence and making judgments on the nature and extent of progress towards the performance requirements set out in a standard, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved."

Competency according to the National Training Board is "the specification of knowledge and skill and the application of that knowledge and skill within an occupation or industry level, to the Standard of Performance required in employment".

Competency Standards specify the outcomes that people should be able to demonstrate in the workplace. They are standards that have been developed by Industry Parties (including employers, unions and employees) which define the competencies required for effective performance in employment. These Standards act as benchmarks.

### The Purpose of Competency Based Assessment

The purpose of the assessment would be to assess client's knowledge and skills against the Learning Outcomes/Performance Criteria and if found to be proficient in the requisite competencies the client then be recognised as having achieved the competency standards would have successfully completed the course.

### Benchmarks

The Learning Outcomes and Performance Criteria applicable to each course are the Benchmarks for assessment.



## Features of Competency Based Assessment

The features of competency based assessment include Recognition of Prior Learning which acknowledges the student's existing competencies obtained through formal training, work experiences and Life experiences. This means that the student may never have undertaken any formal training but they may already possess the competencies required. Completion of a competency based assessment would therefore enable an assessor to establish the student's competency in the required performance outcomes, relevant to his /her course of study.

Four main principles underpin best practice in assessment:

1. Validity.
2. Fairness.
3. Reliability.
4. Flexibility

These principles apply to the assessment process and to any materials used to make the assessment judgment. While all the principles are important, they do overlap. Validity

To be valid, the assessment process and assessment material must assess everything they claim to assess, and nothing else.

The assessment tasks need to ensure the tasks:

- (a) Will provide evidence about all the workplace communication skills which are included in the standards
- (b) Will not require any extra communication skills which are not included in the competency unit/s being assessed.

Many assessment tasks have built-in communication skills requirements due to the nature of the tasks itself.

For example, to complete an assessment task requiring short, written answers to a series of questions, a candidate needs reading and writing skills as well as knowledge of the answers. If reading and writing skills are not included in the competency standard, they should not be required for the assessment. A more valid approach in this case would be to simply ask the questions verbally. The assessor might need to write down the answers (provided by the student), in order to have a full record of the assessment, but there may be no need for the candidate to read or write anything.



## Getting Expert Help

Where workplace communication skills are central to the workplace task being assessed, it would be appropriate for the assessment tasks to incorporate these skills.

In these cases, the assessment tasks fully cover the particular workplace communication skills to the level required and no more.

What can I do to help me identify the Language/Literacy/numeracy requirements of a competency standard?

National competency standards cover the entire range of work functions required in an industry. Standard documents express competencies as workplace tasks. For these documents to truly reflect workplace requirements it is crucial that underlying skills, knowledge and core competencies, such as Language/Literacy/numeracy are included. (Workplace Communication in National Training Packages, Fitzpatrick and Roberts, 1997, p.13)

The assessor is responsible for confirming that an employee can do the job to the standard required by the industry. Workplace assessment is about workplace tasks and the Language/Literacy/numeracy skills involved in successfully completing those tasks. When you are being assessed, you need to be aware of two things relating to Language/Literacy/numeracy:

- The Language/Literacy/numeracy requirements of the Competency Standard.
- The Language/Literacy/numeracy required is linked to the employee's ability in relation to the Competency and NOT their Language/Literacy/ numeracy skills)

## Fairness

For an assessment to be fair, candidates must know exactly what they have to be able to do. They should also have a say in how and when they will show they can do it.

What you need to do for a fair assessment:

In order to make sure communication problems and issues do not unfairly affect the assessment process or outcome, an assessor must be able to:

- explain the purpose of the assessment and all the stages of the process including the appeals and reassessment procedures, in a way the candidate understands.
- explain the Standards clearly and simply so the candidate knows exactly what they must show they can do.
- encourage the candidate to play an active part in deciding how their assessment will be done: when, where and how evidence will be collected.
- identify candidates with special needs relating to workplace communication.
- use a range of strategies to cater for any special communication needs

A fair assessment is one in which the candidate is able to perform at their best. People perform at their best when they know what they have to do and feel confident of their ability to do it.

Communication with the candidate before, during and after the assessment, in a way which takes account of the cultural background and Level of communications skills- can have a big effect on how the candidate performs.



### **Clear information in plain English**

Candidates need to be well informed about the Competency Standards and what to expect at all stages in the assessment process. They should help decide how, when and where evidence will be collected. Information needs to be given clearly and simply.

The assessor will help you become familiar with Lots of technical details to do with the assessment process. The assessor needs to keep in mind that candidates, even those with good reading and writing skills, might find it hard to understand the 'Language of assessment' which seems so clear to you.

### **Choosing the right level of communication**

The assessor must make sure you are very clear about the kinds and Levels of communication skills required by the standards. The Assessor must choose ways to do the assessment and inform the candidate about the assessment, which do not require the candidate to have communication skills above the Level included in the standards.

This will be hardest to do when the standards require very Low Levels of communication skills. It will be easier when the Standards themselves require high Levels of communications skills.

### **Reliability**

For reliability, the outcome of the assessment must be consistent for different assessors, candidates and situations. This means that for all candidates who have the same Level of skills to be assessed, the outcome will be the same regardless of who does the assessing and when and where the assessment is done.

### **Flexibility**

For assessment to be flexible, it must take account of the skills a candidate has, regardless of when where and how those skills were learnt. As far as possible the assessment itself should be conducted when and how it suits the candidate.



## 11. RECOGNITION OF PRIOR LEARNING

Description of the Policy:

This policy specifies the Ace Sports Academy policy concerning the granting of credit, which is the Recognition of Prior Learning (RPL) as contributing towards satisfying the requirements for an award of the Academy.

### Introduction

This policy applies to both the Certificate and Diploma Level programs offered at Ace Sports Academy. It does not apply to non award studies.

### Definitions

Within this policy, 'prior Learning' refers to:

- Formal study undertaken in recognised tertiary institutions in Australia, including universities, colleges, TAFE and other post-secondary education institutions. Overseas institutions will be recognised to the extent to which they are considered to be equivalent to particular type of Australian institutions; Any may extend under certain conditions to:
- Programs provided by recognised professional bodies, employers and
- other authorities, where appropriate certification is available; and
- Demonstrable expertise and relevant experience.
- 'Credit transfer' is the term applied to all cases involving the granting of credit for prior learning.

### Principles and Aims

Ace Sports Academy will maintain the integrity of its programs and protect the academic standards and reputation of its awards.

Credit for prior Learning will be granted only within the constraints of this principle.

The aim of the recognition of prior Learning is to:

- Assist students to progress through award programs with maximum efficiency by recognising that students may attain the objectives of components of a program by means other than formal study and assessment in the program;
- Facilitate the movement of students between institutions and between programs of various types and Levels; and Assist in the efficient use of educational resources.

### Admission

Admission to Ace Sports Academy is based on Academic and English entry requirements as published in the Ace Sports Academy Prospectus and on the website:

<http://www.acesports.edu.au>

Applicants will only be granted course credit towards the award program at Ace Sports Academy once they have gained admission to the relevant program of study. Applicants may also seek specific advice from the enrolling officer prior to admission in relation to possible course credit



## **N.C Standard 12. Course Credit**

Where Ace Sports Academy will grant course credit, it will need to have:

Documented procedures for the granting and recording of course credit

Provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and place it in the student's file.

If the Ace Sports Academy grants the student course credit which leads to a shortening of the student's course The Ace Sports Academy will ensure:

1. If the course credit is granted before the student visa is granted, The Ace Sports Academy will indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course.
2. If the course credit is granted after the student visa is granted, it will report the change of course duration via PRISMS under section 9 of the ESOS Act.

At any time after a student has been granted a student visa, any change in course duration due to the granting of credit will be reported via PRISMS under section 19 of the ESOS Act. Under Section 19, this will be done within 14 days after the event as specified by the Act.

## **Types of Credit**

### **Diploma level programs credit**

Applicants, or students of Ace Sports Academy, may be awarded 'specified credit' towards Diploma Level programs where the credit granted relates to the specific courses or components in a program, exempting students from those courses or components, and awarding the appropriate credit points in their place. Specified credit may be given where applicants have met the objectives, attained the knowledge or developed the skills required by particular courses or program components.

### **Certificate level programs credit**

Under the Australian Quality Training Framework, applicants, or students of Ace Sports Academy, may be awarded competency towards Certificate Level

Programs where the credit granted relates to the specific courses or components in a program, exempting students from those courses or components, and awarding the appropriate credit points in their place. Competency may be given where applicants have met the objectives, attained the knowledge or developed the skills required by particular courses or program components.

### **Amount of Credit**

Applicants, or students of Ace Sports Academy, may be awarded credit for a maximum Limit of half (50%) of the courses to be undertaken within a program of study offered at Ace Sports Academy





### **Diploma level programs credit amount**

Applications for credit towards the Diploma programs may be submitted in writing using the Credit Transfer Application form to the Ace Sports Academy, no later than the end of week 1 each semester. The credit application must be accompanied by a certified official academic record except in the case of previous study at the Ace Sports Academy, and must include detailed course outlines or other documentation giving sufficient details of the studies completed to enable the Ace Sports Academy, to make a decision.

Where credit is being sought for prior Learning on the basis of programs completed with recognised professional bodies, employers and other authorities, or for demonstrable expertise and relevant experience, appropriate certified samples of work must be submitted. Supporting documentation may include references, samples of work, project briefs, reports, publications, and employment history and position descriptions.

### **Certificate level programs credit amount**

The Academy maintains the accreditation of all Certificate Level courses. Applications for credit towards the Certificate Programs may be submitted in writing using the Recognition of Prior Learning Application form to the Academic Manager, no later than the end of week 1 each semester.

The recognition of prior Learning application must be accompanied by a certified official academic record except in the case of previous study at the Ace Sports Academy and must include detailed course outlines or other documentation giving sufficient details of the studies completed to enable the Academic Manager, to make a decision.

Where credit is being sought for prior Learning on the basis of programs completed with recognized professional bodies, employers and other authorities, or for demonstrable expertise and relevant experience, appropriate certified samples of work must be submitted. Supporting documentation may include references, samples of work, project briefs, Reports, publications, and employment history and employment position descriptions.

### **Approval of Credit**

In order to obtain recognition of prior Learning applicants must have gained knowledge and skills which help them to meet the Learning outcomes and assessment criteria of the qualification for which they are seeking credit.

### **Diploma level programs approval of credit**

Ace Sports Academy Credit Transfer Officer will be responsible for determining the credit to be granted, within the provisions of the Academy's policy, in response to applications for credit from students enrolled in Diploma programs within the Ace Sports Academy. Ace Sports Academy Credit Transfer Officer may seek the advice of Ace Sports Academy Academic Manager for the purpose of advising on credit. Students will be notified in writing of the outcome of their credit application prior to commencement of the semester by the Academy. The student's application for RPL, document evidence, outcome Letter and appeal outcome (if any) will be recorded and placed in the student's file. If the student's application for RPL is approved, the student's profile on the Ace Sports Academy Database will be updated.





### **Certificate level programs approval of credit**

The Academic Manager will be responsible for determining the credit to be granted, within the provisions of this policy, in response to applications for credit from students enrolled in the Certificate programs within the Academy. The Academic Manager may seek the advice of the Certificate Program Coordinator and or Course Coordinator for the purpose of advising on credit. Students will be notified in writing of the outcome of their credit application prior to commencement of the semester by the Academy. The student's application for RPL, document evidence, outcome Letter and appeal outcome (if any) will be recorded and placed in the student's file. If the student's application for RPL is approved, the student's profile on the Ace Tennis Academy Database will be updated. The student will be provided a record of the course credit granted to them, which must be signed or otherwise accepted by the student. This document will be placed in the student's file.

### **Diploma level programs appeals**

Applicants who are dissatisfied with the outcome of a credit application may request a review of the decision. Such a review request must be accompanied by a full statement concerning the basis for the review. A request for a review of a credit decision is lodged with Ace Sports Academy Credit Transfer Officer who will review the initial decision in terms of the Academy's credit policy. Where the basis of the review request relates to the academic judgment of the equivalence of prior study or experience to a program or course, Ace Sports Academy Credit Transfer Officer will refer the credit review request, together with supporting information and advice, to the Academic Manager. A student who is dissatisfied with the outcome of a review of a credit decision may appeal to Ace Sports Academy under the provisions of the Academy's "Policy on Student Grievances and Appeals".

### **Certificate level programs appeals**

Applications for credit towards the Certificate award programs who are dissatisfied with the outcome of their credit application may request a review of the decision. Such a review request must be lodged with the Academic Manager and be accompanied by a full statement concerning the basis for the review. Where the basis of review request relates to the academic judgment of the equivalence of prior study or experience to a program or course, the Academic Manager will refer the credit review request, together with supporting information and advice, to the Teaching and Learning Committee who makes a recommendation to the Academic Manager. A student who is dissatisfied with the outcome of a review of a credit decision may appeal to the Australian Qualification Framework Advisory Board under the provisions of the "Australian Quality Training Framework Standards for Registered Training Organisations"

### **Reporting of Approved Credit**

Ace Sports Academy is obliged, under section 32 of the ESOS Act (2000) to notify DIBP if an overseas student has been or will be granted credit towards a Certificate or Diploma Level program offered by the Ace Sports Academy which Leads to a shortening of the student's program of study.



### **Credit Approved before Visa Granted**

Under section 32 of the ESOS Act (2000) Ace Sports Academy is obliged to notify DIBP of the reduced program duration in the Coe issued to an overseas student who has been awarded credit towards their intended program of study.

### **Credit Approved after Visa Granted**

Under sections 32 and 19 of the ESOS Act (2000), Ace Sports Academy is obliged to notify DIBP of the change of program duration via PRISMS, if an overseas student has been awarded credit towards their program of study.



## 12. CODE OF CONDUCT

### Description

This document specifies the guidelines of acceptable behaviour which all students are expected to follow in order to maintain a high standard of professionalism and the integrity of the study programs offered by Ace Sports Academy.

### Introduction

This policy applies to all students undertaking Certificate II, and Diploma Level studies. This policy comes into effect at the commencement of each semester (i.e. week 1)

### Expectations

Within the Academy environment, staff and students share a number of expectations and responsibilities towards each other, and with the wider community. These expectations and responsibilities are intended to assist Ace Sports Academy in providing students with access to educational resources that will enable them to successfully complete their program of study.

### Academy Expectations

As members of an academic environment, students of the Academy are expected to:

Treat all other members of the environment with respect and courtesy,

Treat other members of the environment equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction,

Respect the opinions and views of others,

Avoid any conduct that might reasonably be perceived as sexual, racial, or gender based harassment or otherwise intimidating,

Become familiar with the Academy's policies and procedures related to courses and enrolments,

Attend classes, maintain consistent Levels of study, and submit assessment pieces on time,

Heed and utilise feedback related to performance and assessment from Lecturing staff,

Abide by Academy's policies and procedures as they apply to administrative, enrolment, and study related activities,



## **Student Expectations**

As individuals, students of the Ace Sports Academy can expect:

To be treated with courtesy and respect, To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age or political conviction.

To be able to freely communicate and voice alternative points of view in rational debate. To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment, To rely on the protection of personal information.

To be able to access personal records, subject to the provisions of the Freedom of Information Act (1992), To be provided with timely and accurate information as it pertains to course(s), enrolment, and all administrative matters, To receive a printed copy of the course outline for each course of study, detailing the objectives, assessment, and other requirements and expectations.

To have reasonable access to Lecturing staff in private consultation outside normal contact hours, That assessment within course(s) will be equitably and appropriately implemented.

That the facilities and equipment they use are safe, and comply with occupational health and safety guidelines.

## **Classroom Behaviour**

All students within the Ace Sports Academy are expected to observe the following rules of behaviour while participating in a learning environment:

Demonstrate mutual respect for Ace Sports Academy staff, and fellow students, Turn off all mobile and paging devices during all class/Lab times and examinations, Prepare before the start of each class by undertaking the required reading, and completing all necessary tutorial or Laboratory work, Attend all Lectures, tutorials, workshops and other contact sessions, Arrive to classes at the scheduled time, Work to the best of their ability, Participate actively in learning activities, determined by, and/or negotiated with, their Lecturer.

## **Discrimination and Harassment**

Ace Sports Academy is committed to providing access to learning aids and an equitable approach in dealing with all students. The college recognizes the right of all students and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, color, national or ethnic origin or Language.

Discrimination or harassment of staff or students, by any member of the teaching and learning environment is unacceptable, and contrary to the core educational and employment values that the Ace Sports Academy upholds. All members of the Ace Sports Academy are expected to maintain an environment where:

Cultural differences are accepted and respected, and individuals are able to participate fully in academic Life, free from all discrimination and harassment. Ace Sports Academy will treat reports of discrimination and/or harassment seriously. All claims will be thoroughly investigated. Investigations will be conducted confidentially to protect complainants and witnesses from victimisation.



### **Smoking**

The Academy's policy ensures that all members of the community can enjoy a clean and smoke free environment. No person is permitted to smoke either:

Inside any building: On internal stairways and corridors, or Within 5 meters of any building.

All cigarette butts must be disposed of appropriately in the designated trays.

### **Complaints**

Students who have a complaint about either a decision that affects their studies, or a particular situation in which they have been involved or witnessed, have a right to raise their complaint. All complaints are considered with courtesy, in a timely fashion, and without fear of prejudice or inappropriate treatment. The process commences within 10 working days of the formal Lodgement of the complaint or appeal, supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

For further information, refer to the Academy's Policy on Grievances.

### **Discipline**

If it can be shown that students have behaved in a manner that is considered inappropriate, Ace Sports Academy may ask the student to attend an interview with the Academic Manager.

At the time of the interview, students will be required to offer an explanation of their behaviour.



### 13. ACE SPORTS ACADEMY POLICIES

#### Terms and Conditions

I (which expression includes the parent /guardian who has signed this contract) hereby apply to enrol in the course commencing as indicated on the Application for Admission form ("the Application") and agreed that I shall pay to Ace Sports Academy ("Ace Sports Academy") all tuition fees and other charges due for my course as set up in the brochure attached to the Application. I agreed that on acceptance of the Application by Ace Sports Academy, the Application will become the Contract of Enrolment ("the Contract") and further, I agree to abide by the following terms and conditions of enrolment.

1. I agreed to pay the tuition fees and other charges applicable for my course on the due dates and acknowledge and agree that tuition fees may alter from time to time.
2. Any variation of the terms and conditions of the Contract must be in writing and be signed by an authorised officer of Ace Sports Academy.
3. I agreed that it is a condition of my enrolment that I attend all scheduled classes except where there is a Legitimate reason for nonattendance which is acceptable to Ace Sports Academy (for example, illness supported by a Doctor's Certificate). If my enrolment terminates due to a breach of this condition, I understand and agree that I may not be entitled to any refund of the tuition fees or other charges paid to Ace Ace Sports Academy under the Contract.
4. ALL Lessons and any material related thereto supplied by Ace Sports Academy copyright and shall remain the property of Ace Sports Academy
5. I agree that I am required to use my best endeavours to meet the requirements of an Ace Sports Academy program selected and to abide by the rules and regulations of Ace Sports Academy. I understand that if I breach any of Ace Sports Academy's rules or my behaviour is deemed unacceptable by Ace Sports Academy, my enrolment may be cancelled and I may not be entitled to any refund of the tuition fees or other charges paid to Ace Sports Academy under the Contract.
6. I agree that I am responsible for my own books, equipment and personal items and I hereby release, indemnify and hold harmless Ace Sports Academy against all Liability and claims for any Loss or damage to such items, howsoever caused.
7. I acknowledge that I have read and understood the "Student Grievance Policy" outlined in this brochure.
8. I hereby acknowledge that I have read, understood and agree to the terms of the Cancellation and Refund Policy outlined in this brochure.



9. I understand that if after commencing the course I discontinue my program before completion, I may remain Liable to pay the full tuition fee and any expenses, costs or disbursements incurred by Ace Sports Academy in recovering any outstanding monies, including debt collection agency fees and solicitors' costs.

10. I confirmed that the terms and conditions of this offer have been explained to me.

11. Course fees do not include the cost of textbooks. Students will have to purchase these on commencement of the course.

### **Access & Equity**

Ace Sports Academy is committed to providing fair and reasonable access and equity for all participants in Line with Commonwealth and State Legislation. As part of the enrolment process, Ace Sports Academy has included on the enrolment form a short section where participants are requested to supply information on any issues that may have direct affect on their participation in the unit/course.

It is important that we monitor enrolments to highlight any issues at an early stage to enable Ace Sports Academy to provide or source the relevant intervention support. While Ace Sports Academy will make every effort to assist all potential participants to access services, there may be cases where Ace Sports Academy will seek specialist intervention support from external services. This might include support from Language interpreters, aslant translators, LLN supporters etc. Where necessary, Ace Sports Academy reserves the right to on-charge specialty fees for provision of additional services.

ACE Sports Academy has the ability to make Reasonable Adjustment to assessment to meet the particular needs of individual participants with disabilities.

### **Disabilities**

Ace Sports Academy encourages participation in Vocational Education & Training of people with disabilities and provides open access to courses and assessment services. The Commonwealth Disability Discrimination Act 1992 makes it unlawful for any education provider to discriminate against someone with a disability.

The Act promotes the principle of 'reasonable' adjustment (sometimes called reasonable accommodation) to ensure equity in meeting the needs of any person with a disability. Ace Sports Academy's application of reasonable adjustment principles focuses on developing assessment options that address people with certain disabilities.

For example, Ace Sports Academy can provide additional reading resources for participants with hearing disabilities or develop oral assessment for people with visual impairment. Also, Ace Sports Academy can provide individual tutorial assistance as required, but may charge additional fees.

Ace Sports Academy training premises meet the requirements of disabled access facilities. This includes disabled parking and wheelchair access to classrooms, amenities and toilet facilities.





## 14. DISPUTE RESOLUTION POLICY FOR INTERNATIONAL STUDENTS

### **Responsibility and Authority**

The General Manager of the Ace Sports Academy shall define the Dispute Resolution Policy and ensure the policy is developed, distributed, reviewed, maintained, understood, and implemented throughout the member Academies.

### **Policy Statement**

The Academy shall provide processes handling grievances (complaints)/ resolving disputes brought by prospective, enrolled and former overseas students regarding academic and non-academic matters.

Grievance means a statement of concern by a student that:

- has been reported by the student to an officer in a member Academy or Ace Sports Academy; and
- Requires action or a response under the policies or regulations of the Ace Sports Academy.

General feedback and comment from students about administration, academic programs and services will not be treated by the Ace Sports Academy as a grievance unless action or a response is required under the policies or regulations of the Ace Sports Academy.

Whenever possible, grievances will be handled at the Academy level. However, should these internal processes not resolve the matter, provision is made for external independent grievance handling/dispute resolution at minimal or no cost to the complainant.

Outcomes of the grievance will be provided to the student in writing, recorded and placed in the student's file and the Ace Sports Academy Complaints Folder.





Information contained in this policy statement must be given to students before a contract is entered into or before any fees are paid, whichever occurs first, and within seven (7) days of starting an award course at the Ace Sports Academy.

Principles underpinning this policy include:

- a) Actions within the process will be undertaken in a timely and appropriate dispute resolution process, that has regard to their status as persons outside of Australia or only temporarily in Australia and timelines for responses will be specified at each stage of the process.
- b) Either party (Student or the provider) may be accompanied and assisted by a support person at any relevant meeting, and will be permitted to participate in the process, and the student may include a nominee if so desired. An overseas student may contact the SRA if they are concerned about the conduct of the Ace Sports Academy.
- c) The SRA may suspend or cancel the registration of a provider or course.
- d) The dispute resolution process described in the policy does not prevent an overseas student from exercising their rights to other legal remedies.
- e) The process will be as simple as possible and easily accessible to students.
- f) The process will not victimise or discriminate against any student or respondent.
- g) As part of the process, reasons and full explanations will be given for decisions and actions taken. And all reasonable measures will be taken to finalise the process as soon as practicable.
- h) Appropriate records of the handling of a grievance/complaint will be kept in the student's file and the Ace Sports Academy Complaints Folder, and treated as confidential, with appropriate access available to involved parties.
- i) Any required arrangements for external independent grievance handling/ dispute resolution will be inexpensive to the student.
- j) All staffs involved in a complaint or appeal have a duty to observe the principles of procedural fairness (natural justice).
- k) If a student chooses to access the Ace Sports Academy complaints and appeals process, his or her enrolment is maintained with the Ace Sports Academy while the complaints and appeals process is ongoing.
- l) If the outcome of a student's appeal, through an internal or external complaints and appeals handling process, is favourable to the student, the Ace Sports Academy will immediately advise the student of this and implement any decision and/or corrective and preventive action required.
- m) Information contained in this policy statement must be given to students before a contract is entered into or before any fees are paid, whichever occurs first, and within seven (7) days of starting an award course at the Ace Sports Academy.



Nothing in the Academy's policies and procedures negate the right of any student (Australian or overseas students) to take action under Australia's consumer protection laws in the case of financial disputes. This Dispute Resolution Policy does not circumscribe the student's right to pursue other Legal remedies.

### **Advocacy**

A student and/or the Ace Sports Academy may nominate an advocate to accompany, represent, and support them at any stage of the internal complaint and grievance processes, or external independent processes to resolve problems.

### **Complaints and Grievances about Academic Matters**

Informal resolution with a lecturer

Students concerned about an academic matters (including but not limited to training delivery and assessment, and the quality of the teaching) in a unit of study should initially discuss the issue informally with the relevant Lecturer.

The lecturer should deal with the issue promptly, giving a full explanation to the student and offering her or him a possible solution. All information given will be recorded and placed in the client's file and Ace Sports Academy Complaint Folder.

If the student's concerns are not resolved by this means, the lecturer should:

- Explain the next step in the procedure, set out below; and
- Give the student a copy of this policy

### **Reference to the Academic Manager**

If the student's concerns cannot be resolved by the relevant Lecturer, or because of a failure to follow procedures, the student may then choose to approach the Academic Manager. The student may approach the Academic Manager on an informal basis, or else make the complaint formal by putting the grievance in writing, specifying the nature of the complaint and the grounds for their appeal. The student should do either of these things within 15 working days of the outcome of discussions with the lecturer.

### **Informal complaints**

If the student chooses to approach the Academic Manager informally, this does not preclude Later Lodgement of the grievance formally in writing to the Academic Manager. The Academic Manager should deal with informal complaints promptly, giving a full explanation to the student of the reasons for the academic decision and offering her or him a possible solution.



### **Formal complaints**

The Academic Manager (AM) must acknowledge receipt of a formal complaint in writing within five (5) working days of receipt. The Academic Manager must start the process to resolve the complaint within 10 working days of receiving the complaint. To resolve the issue, the AM may discuss with the relevant lecturer and the student, and arrange a meeting between the student and AM in an attempt to find an acceptable solution. Following investigation of the matter, the Academic Manager will advise the student in writing of his or her decision:

- a) setting out the reasons;
- b) advising that if the student does not agree with the decision, then the student has the right of formal appeal to the General Manager of the Ace Tennis Academy; and
- c) Giving the student a copy of this policy, if the student does not already have a copy.
- d) All information given will be recorded and placed in the client's file and Ace Sports Academy Complaint Folder

### **Reference to the General Manager of the Ace Sports Academy**

If the student's concerns cannot be resolved by the Academic Manager, or because of failure to follow procedures, the student may only formally approach the Manager of the Ace Sports Academy by putting the complaint in writing and Lodging it within 15 working days of receipt of the written response by the Academic Manager. Again the nature of the complaint and the grounds for appeal should be detailed. The General Manager must acknowledge receipt of the formal complaint in writing within five (5) working days of receipt and start the process to resolve the complaint within ten (10) working days of receiving the complaint. If the complaint relates to the mark for an intra-semester assessment, the GM may appoint an independent assessor who remarks the assessment script under dispute. A fee may be charged if the student had been awarded a pass mark for the assessment script under dispute.

Following investigation of the matter, the GM will advise the student in writing of his or her decision:

- a) setting out the reasons;
- b) if the complaint relates to the mark on an intra-semester assessment, advising that his/her decision is final;
- c) on other academic matters, advising that if the student does not agree with the decision, then the student has the right of formal appeal to an independent external agency; and
- d) Giving the student a copy of this policy, if the student does not already have a copy.
- e) All information given will be recorded and placed in the client's file and Ace Sports Academy Complaint Folder



## **Appeals regarding non-Academic/Administrative and Other Issues**

Non-academic/administrative issues are not limited to, but include, matters related to fees, withdrawals, etc., and other issues students may consider are interfering with the progress of their studies.

### **Informal resolution with the International Liaison Officer**

In the first instance, a student who is concerned about a non-academic decision made or action taken by any staff of the Ace Sports Academy should discuss their grievance with the International Liaison Officer. The International Liaison Officer will promptly notify the student of any action taken or any decision made by them in relation to the grievance.

If, following the notification from the International Liaison Officer, the student's grievance is not resolved to their satisfaction; the student should seek advice from the International Liaison Officer who will advise the student to whom the student may next address their grievance.

If the matter relates the Ace Sports Academy policy or regulations, the student may address the Ace Tennis Academy Administration Manager. The International Liaison Officer will give the student a copy of this policy.

### **Reference to the Ace Sports Academy Administration Manager**

If the student's concerns relate to Ace Sports Academy policy or regulations and have not be resolved by the International Liaison Officer, or because of a failure to follow procedures, the student may then choose to formally approach the Academic Manager of the Ace Sports Academy. The student should put the complaint in writing to the Ace Sports Academy Administration Manager within 15 working days of the outcome of discussions with the International Liaison Officer, specifying the nature of the complaint and the grounds for their appeal.

The Ace Sports Academy Administration Manager must acknowledge receipt of a formal complaint in writing within five (5) working days of receipt, and start the process to resolve the complaint within 10 working days of receiving the complaint.

Following investigation of the matter, the Ace Sports Academy Administration Manager will advise the student in writing of his or her decision:

- a) Setting out the reasons;
- b) advising that if the student does not agree with the decision, then the student has the right of formal appeal to the General Manager of the Ace Sports Academy;
- c) giving the student a copy of this policy, if the student does not already have a copy.
- d) All information given will be recorded and placed in the client's file and Ace Sports Academy Complaint Folder



### **Reference to the General Manager of the Ace Sports Academy**

If the student's concerns cannot be resolved by the Ace Sports Academy Administration Manager, or because of failure to follow procedures, the student may only formally approach the General Manager by putting the complaint in writing and lodging it within 15 working days of receipt of the written response by the Ace Sports Academy Administration Manager.

Again the nature of the complaint and the grounds for appeal should be detailed. The General Manager (GM) must acknowledge receipt of the formal complaint in writing within five (5) working days of receipt, and must begin to resolve the complaint within ten (10) working days of receiving the complaint.

Following investigation of the matter, the GM will advise the student in writing of his or her decision:

- a) setting out the reasons;
- b) advising that if the student does not agree with the decision, then the student has the right of formal appeal to an independent external agency; and
- c) Giving the student a copy of this policy, if the student does not already have a copy.

### **Contact details for the Ace Sports Academy**

Ace Sports Academy General Manager:

Ms Rehana Jafarey-Hall - Tel: 07 55975410 - Mobile: 0417001643

Email: [acesports.edu.au@gmail.com](mailto:acesports.edu.au@gmail.com)

Admissions: Mr.Hoshi Mitsuharu - Mobile: 041447888

### **External Dispute Resolution**

If the student remains dissatisfied with the outcome of the internal complaint handling and appeals process, the Ace Sports Academy will assist the student to access independent mediation at minimal or no cost to resolve the dispute. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. At present there is no fee for use of this service, but this may change. There are six Dispute Resolution Centers throughout Queensland. The Brisbane Centre contact details:

363 George Street Brisbane QLD 4000

Tel: +61 7 3247 5598 or +61 7 3239 6009

Website: [www.justice.qld.gov.au/mediation/contacts.htm](http://www.justice.qld.gov.au/mediation/contacts.htm)

People outside Brisbane may use the Toll Free No: 1800 017 288.

Such appeals should be in writing. The staff is also able to make representation to the Mediation Committee regarding the matter. Students and/or Ace Sports Academy can include a nominee in this process if they so choose. Decisions of the Committee shall be final and binding on all parties.

If the outcome of a student's appeal through an internal or external complaint and appeal handling process is favourable to the student, the Ace Sports Academy will immediately advise the student of this and implement any decision and/or corrective and preventive action required.



The complainant and Ace Sports Academy are required to share or negotiate the \$80 per hours cost (if any) of this service prior to signing a mediation agreement to appoint the mediator. Administration of the service, which includes allocation (but not cost) of a mediator and a venue, will be organised by Ace Sports Academy. The service will be conducted in an open and respectful manner (non adversarial) in an attempt to reach agreement in the dispute. If the dispute is not settled in the mediation process, either party may seek other legal remedies.

While the parties attempt to resolve the matter, the Ace Sports Academy will maintain the enrolment of the student without notifying DEST of any change to the student's enrolment status through the PRISMS, and the student will continue to attend classes as normal, unless the student has a reasonable concern about an imminent risk to his or her health and safety.

Records of all grievances and their outcomes will be placed in a secure section of the student's file and the Ace Sports Academy Complaints Folder, and will remain strictly confidential for a period of five (5) years. All parties involved in the grievance process will be permitted supervised access to these records through the Administration Manager.

### **Review**

This policy shall be reviewed annually in compliance with education industry standards including the National Code of Practice for Registration Authorities Providers of Education to Overseas Students, 2001.





## 15. COURSE PROGRESS POLICY

### *DEEWR-DIAC COURSE PROGRESS*

The Ace Sports Academy has implemented the DEEWR-DIAC Course Progress Policy and Procedures for all of its CRICOS registered VET courses. The Ace Sports Academy has registered this choice through PRISMS.

In accordance with Standard 11.2 of the National Code, The Ace Sports Academy is required to monitor and maintain accurate and up-to-date records for all course progress of each student for the course in which the student is currently enrolled in at both Certificate and Diploma level programs.

This recording is done on the Ace Sports Academy database and kept on file in each students file.

The Ace Sports Academy will assess each student's progress at the end of each compulsory study period.

A study period will be the length of a full term.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

During each term each student will be required to complete a set number of units, after the study period the student will be required to complete the 'Student Assessment Activities Book'.

At the end of the term if a student has not passed or demonstrated competency in 50% or more of the course requirements, they will be termed to be 'AT RISK'.

Monitoring course progress for reporting purposes and for completion within the duration:

- NC Standard 9.1 requires the registered provider to have and implement documented policies and procedures for monitoring the course progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE.
- While monitoring progress against the course duration is a separate requirement to monitoring course progress for reporting purposes, there may be some overlap in procedures. For example, a provider's course progress procedure may require that at the end of each study period,
- each student's results are checked to determine course progress for that study period.
- In order to avoid duplication of effort, at the same time the provider may also check each student's progress towards completion of the course within the specified duration.



At the end of each term study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, An intervention strategy will be implemented. The intervention strategy will be activated within the first four weeks of the following study period.

The Ace Sports Academy intervention strategy for the student who is not making satisfactory course progress is as follows:

The principle of the Academy will contact the student and offer counseling to the student and try to ascertain the problem;

The Ace Sports Academy will offer strategies to assist identified students to achieve satisfactory course progress; and at the same time remind them of their responsibility and details of the course progress policy If a student fails to complete his her 'Student Assessment Activities Book' the student may be at risk of unsatisfactory progress.

At the completion of each set of compulsory assessments, students who have not successfully completed the required tasks are advised by the Program Coordinator/Academic Manager of the support services available to them.

Services which may be available (depending on the unit/modules/subjects) include:

- Additional tutor/assistance
- Supplementary examinations
- Reassessment
- Repeat of entire unit/module/subject during semester break or summer holiday or in the next semester
- The process by which the intervention strategy is activated will be explained to the student.
- If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student of its intention to report the student to DIBP for unsatisfactory progress.





The student will be issued with a written notice which (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access the registered provider's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so.

A student may appeal on the following grounds:

The Ace Sports Academy's failure to record or calculate a student's marks accurately, Compassionate or compelling circumstances, are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course.

These could include:

serious illness or injury, where a medical certificate states that the student was unable to attend classes. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).

major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies a traumatic experience which could include but is not limited to: involvement in or witnessing of an accident or a crime committed against the student or the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.



Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

1. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider does not report the student, and there is no requirement for intervention.
2. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.
3. the student has chosen not to access the complaints and appeals processes within the 20 working day period,
4. the student withdraws from the process, or
5. the process is completed and results in a decision supporting the registered provider (ie. the student's appeal was unsuccessful) the registered provider must notify the Secretary of DEST through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
6. Where students require an attendance record for DIBP purposes, they may obtain an official Certificate of Attendance by contacting the Administrator.

At the end of each term/semester, following submission of all unit results but prior to their publication, the academic progress of all current students is reviewed by the Progress and Attendance Committee. The Progress and Attendance Committee will identify any students who do not meet the criteria for satisfactory progress and will recommend the necessary intervention strategy.

Students who have been identified as not meeting the progress criteria will be contacted when results are released, or within 10 working days, in regard to intervention/non-compliance.



## Progress and Intervention Table

Academic Progress Outcome in a given term/semester	Intervention Type	Intervention Description
Students who have been identified at risk of not achieving satisfactory course progress and have not received any other intervention letter.	Warning Letter	Student is contacted with details of services available through Ace Tennis Academy via which they can improve their academic progress.
Student who fails 50% of their units for the first time.	Warning Letter	Student is contacted with details of services available through Ace Tennis Academy via which they can improve their academic progress.
Student who fails more than 50% of their units in any given term/semester	Final Warning Letter or Intent to Report Notice (in case of 100% fail)	An interview is requested with an Academic staff member. Student will be advised of consequences of continuing poor academic progress and of services available which can help them improve their academic performance.
Student who fails 50% or more of their units for the second time.	Final Warning Letter	An interview is requested with an Academic staff member. Student will be advised of consequences of continuing poor academic progress and of services available which can help them improve their academic performance.



Any student who fails 50% or more of their units after receiving a final warning

Intent to Report Letter

Student is sent an 'Intent to Report Notice' advising them that they will be blocked from enrolling at Ace Tennis Academy and will be reported to DIAC for poor academic progress. The student is given 20 days from the date of the letter to initiate an internal or external appeal.



### **Progress rules and post assessment intervention strategies**

At the conclusion of each term/semester students who have poor academic outcomes will be subject to intervention measures. The table below outlines each intervention strategy, the conditions by which each strategy is triggered and the point at which students are deemed to have made unsatisfactory course progress.

Students who have received an 'Intent to Report' notice should consult with the Academic Manager prior to enrolling for the following semester.

Recall Services which may be available depending on units/modules/subjects:

- Additional tutor/assistance
- Supplementary examinations
- Reassessment
- Repeat of entire unit/module/subject during semester break or summer holiday or in the next semester



## 16. CARE ARRANGEMENTS FOR STUDENTS UNDER 18 YEARS OF AGE

### National Code Standard 5

Where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, registered providers ensure the arrangements made to protect the personal safety and social well-being of those students are appropriate.

This standard clarifies the requirement that appropriate accommodation, support and general welfare arrangements be in place for the period that the student will be under 18 while in Australia.

The provider must nominate the dates for which it will be responsible for these arrangements and for monitoring any changes to them.

### Description of the Policy

This policy is written to explain the general guidelines for accommodating, supporting and monitoring International student's under 18 years of age studying at Ace Sports Academy.

This policy is designed to ensure that Ace Sports Academy and all International students comply with both the Education (Overseas Student) Regulations, and the Department of Immigration and Border Protection (DIBP) requirements for accommodation arrangements, providing support and monitoring students under 18 years of age each semester or until they become 18 years of age.

### Introduction

This policy applies to all International students undertaking Certificate I, II, III, IV and Diploma Level studies at Ace Sports Academy who are under 18 years of age. It does not apply to students who have been granted permanent residency in Australia or Australian citizens. This policy comes into effect once an International student under 18 years of age has entered Australia on a student visa.



## Government Regulations

International students' study in Australia is regulated by Federal and State Government Law, as well as industry codes to which Ace Sports Academy

Under the Education (Overseas Students) Regulations (1998) and Department of Immigration and Citizenship requirements, International students under 18 years of age are required to be accommodated in a stable environment for the duration of their studies with Ace Sports Academy.

International students under 18 years of age must either:

- Reside in Australia with a parent, or a person who has custody of them, or a relative aged at Least 21 nominated by either the parent or the person having custody of them; or
- Be going into care arrangements approved by Ace Sports Academy for the duration of the program in which they enrolled or until they become 18 years of age.
- Any Parent or guardian who is in Australia as the nominated sole carer of an Under 18 student with the Ace Sports Academy must not leave all the country without the Under 18 Student. If a parent or guardian of a U18 student Leaves Australia and Leaves the student behind the student will be reported to DIBP and this may result in a termination of their student visa. Parents or Guardians of the U18 Student will need to sign to this agreement on the Living Arrangements for under 18 Students' form.

Note: Only a parent of the student or a person who has custody of the student is allowed to nominate a carer for the student who is under 18 years of age.

## Definitions

A person who has custody of the student is a person who has the right to have the daily care and control of the student and the right and responsibility to make decisions concerning this.

The only person who may be nominated as a carer by a parent or a person who has custody of the student is a relative of the student who is at Least 21 years old and who is of good character.

A relative eligible to be nominated as a carer means a brother, sister, stepparent, step-brother, step-sister, grandparent, aunt, uncle, niece or nephew, step-grandparent, step-aunt, step-uncle, step-niece or step-nephew.

## Ace Sports Academy Approved Care Arrangements

At the time of application, all international students under 18 years of age will be required to demonstrate to Ace Sports Academy that, they will be living with:

A parent or a person who has custody of them; or

A relative aged at Least 21 nominated by either the parent or the person having custody of them; or

A home-stay family that has been approved by Ace Sports Academy.



### **Living with Parent or a Person who has Custody**

If International students who are under 18 years of age will be Living with a parent or a person who has custody of them, they must have the parent or person with custody, complete and return the Living Arrangements for Under 18 Students' form to Ace Sports Academy.

### **Living with a Relative aged at least 21 years of age**

If International students who are under 18 years of age will be living with a relative aged at least 21, they must have a parent or person who has custody of the complete and return the "Living Arrangements for Under 18 Students' form to Ace Sports Academy.

Note: The relative that the student will be living with will be required by DIBP to provide evidence that they are of good character. Further information on the process involved is available from any DIBP office or on 131 881.

### **Living with an Approved Home-Stay Family**

If international students who are under 18 years of age will not be living with a parent, a person who has custody or a relative while in Australia, they must be accommodated with a home-stay family that has been approved by Ace Sports Academy. Where Ace Sports Academy approves the arrangement for under-18 students, it will nominate two dates:

When The Ace Sports Academy has elected to begin taking responsibility; and  
When the Ace Sports Academy will cease to take responsibility for approving the welfare arrangements for that student (Under Migration Regulations the provider must nominate a period of at least the Confirmation of Enrolment (CoE) plus seven days in order to satisfy DIBP provisions for appropriate welfare arrangements.)

The Ace Sports Academy will begin the period of welfare responsibility for the student from the time the Confirmation of Enrolment (CoE) plus seven days

Where the Ace Sports Academy has taken on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who has not turned 18, the Ace Sports Academy will:

- a. nominate the dates for which the Ace Sports Academy accepts responsibility for approving the student's accommodation, support and general welfare arrangements using the specified PRISMS pro forma letter( CAAW-Confirmation of Appropriate Accommodation and Welfare letter
- b. advise DIBP in writing of the approval using the specified PRISMS pro forma letter;
- c. have documented procedures for checking the suitability of the student's accommodation, support and general welfare arrangements; and
- d. advise DIBP as soon as possible in the event that the under-18 year old student has changed his or her living arrangements or the registered provider no longer approves of the arrangements for the student using the specified PRISMS pro forma letter





In order to accommodate the student with an approved homestay family, a parent or person who has custody of them, must complete and return the 'Living arrangements for Under 18 Students' form to Ace Sports Academy.

Note: All Ace Sports Academy home-stay families undergo a police clearance to ensure that the family is of good character.

Once approved accommodation has been organised, Ace Sports Academy will provide an undertaking to the Department of Immigration and Border Protection (DIBP) that suitable accommodation and general welfare arrangements have been made for the student while they are in Australia.

These arrangements must be maintained.

N.C Standard 5.2. Where standard 5.1 applies and the student is under 18 with a student visa that covers multiple courses, the registered provider with whom the student is currently enrolled is responsible for approving arrangements for the student's accommodation, support and general welfare during that nominated period

N.C Standard 5.3. Where standard 5.1 applies and the Ace Sports Academy terminates, suspends or cancels the enrolment of the student, the registered provider must continue to check the suitability of arrangements for that student until:

- a. The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
- b. The student Leaves Australia;
- c. Other suitable arrangements are made that satisfy the Migration Regulations; or
- d. The Ace Sports Academy reports under Standard 5.1.d that it can no longer approve of the arrangements for the student

The degree of monitoring required by The Ace Sports Academy would vary according to the student's age and/or maturity.

### **Policy about arrangements for unaccompanied children**

If a student is under 18 and not living with a parent or suitable relative the student is only able to obtain a student visa to study in Australia because his or her provider has taken responsibility for approving the student's accommodation and welfare arrangements.

Where the provider terminates, suspends or cancels the enrolment of the student, the provider must continue to check suitability of care arrangements until:

- a. The student is accepted by another registered provider who is willing to take on responsibility for approving the care arrangements;
- b. The student Leaves Australia or other suitable arrangements are made (for example, parent or other suitable relative takes ongoing responsibility for the student's accommodation and welfare); or
- c. continue to approve the arrangements for the student.



Usually a provider's responsibility will end when one of the three events in 5.3 a. to c. occur. However, there are rare occasions where the student will not maintain arrangements that the provider is prepared to approve. provider should only report that it can no Longer approve the arrangements for the student once all other attempts to assist the student to maintain appropriate arrangements have been exhausted.

By notifying DIBP using the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' Letter, a provider is reporting a breach of student visa condition 8532. This report is Likely to result in cancellation of the student's visa.

This reporting mechanism should only be used when a student is refusing to maintain care arrangements which the provider is able to approve.

If a student has gone missing from the approved accommodation and cannot be contacted, this will result in the provider implementing its documented critical incident policy (see Standard 6).

This policy may include contacting the student's parents, and filing a missing persons report with the police and/or children's services agencies. If, after a reasonable period, the student has not been found, the provider should report the student's breach of visa condition 8532 to DIBP by submitting the 'Non-Approval of Appropriate

#### **Accommodation/Welfare Arrangements' Letter.**

To demonstrate compliance, the Ace Sports Academy has in place documented procedures that outline the process involving the recommendation, assessment and approval of accommodation and welfare arrangements. This also includes a process for review and if necessary, the termination of the arrangement; Inducting and Monitoring an approved homestay family.



## Home stay Arrangements

The Ace Sports Academy has robust procedures for the selection and monitoring of Homestay carers and home stay residences, including, but not limited to:

1. Australian Police vetting of all persons aged 18 years or over resident in the household, excluding other international students.
2. An assessment of Homestay carer's suitability.
3. An assessment of the suitability of the residential facilities.
4. An assessment of whether a Homestay carer will provide a safe physical and emotional environment.

A support infrastructure for Homestay carers will provide them with advice and information on best practice, so they can build their capability to provide high quality residential services to international students.

Ace Sports Academy will meet with students in Homestay accommodation at regular intervals at Least every two months to ensure that the accommodation remains suitable

Ace Sports Academy will have the following arrangements in place for inducting and monitoring the accommodation arrangements with a homestay family.

In order to accommodate the student with an approved homestay family, a parent or person who has custody of them, must complete and return the 'Living arrangements for Under 18 Students' form to Ace Sports Academy.

Note: All Ace Sports Academy home-stay families undergo a police clearance to ensure that the family is of good character. After this has been cleared the Ace Sports Academy will implement the following procedures.

An induction will take place within 14 days of the family being approved as a homestay provider.

An appropriately qualified staff member of at Ace Sports Academy will carry out the induction. The induction will provide both the Academy and the homestay family a chance to:

- a. Go over the 'Living arrangements for Under 18 Students' form and check that the family is able to provide the child with a stable environment for the duration of the registered course conducted by The Ace Sports Academy
- b. Provide an opportunity for an orientation program for the members of any family that has not previously accommodated an overseas student of Ace Sports Academy
- c. Once this induction has taken place The Ace Sports Academy will finalise its decision as to whether the homestay family is suitable for the overseas student or not.

Once approved accommodation has been organised, Ace Sports Academy will provide an undertaking to the Department of Immigration (DIBP) that suitable accommodation and general welfare arrangements have been made for the student while they are in Australia. These arrangements must be maintained. Once a student has been placed with an approved homestay family,

Ace Sports Academy will monitor the placement at Least once every 2 months. Monitoring may include an interview with the student to ensure they are satisfied with the home stay arrangements.

Communication with the homestay family to ensure that the arrangement is meeting the needs of all parties. All monitoring details will be recorded on paper and stored in the office files.



### **Student Visa Condition 8532**

Student visa condition 8532 requires all International students under 18 years of age to maintain their accommodation, support and general welfare arrangements while they are in Australia.

All International students under 18 years of age who are either accompanied by a parent or person with custody, or staying with a relative who is at Least 21 years of age and is of good character, must not change their accommodation, support and general welfare arrangements without gaining written approval from DIBP.

If an International student under 18 years of age, after arriving in Australia seeks or required to change their homestay accommodation, support and general welfare arrangements, they must obtain written approval from Ace Sports Academy prior to changing these arrangements.

If approval to change these arrangements is granted, the Welfare Advisor will provide the student with an approval Letter and advise DIBP of the change.

### **Support and Monitoring Arrangements**

Under student visa condition 8532, all International students under 18 years of age are required to attend an appointment with the Welfare Advisor at least once each semester, or as requested, so that their welfare and academic progress can be monitored. These appointments allow students to identify and discuss problems they may be experiencing with their Living arrangements, studies, health or other personal issues. Ace Sports Academy will liaise with parents, person(s) who have custody, nominated relative or home stay families regarding any issues that may be affecting the well-being of International students who are under 18 years of age.

### **Reporting of Non-compliance with Condition 8532**

Student visa condition 8532, imposes an obligation on all international students under 18 years of age to maintain accommodation and support arrangements approved by DIBP or Ace Sports Academy for the duration of their studies with Ace Sports

Academy, or until they are 18 years of age.

International Students under 18 years of age will be in breach of student visa condition 8532 if they:

- change their accommodation and support arrangements without seeking prior approval from either DIBP or leave Ace Sports Academy, or
- Do not comply with the guidelines that have been set out by Ace Sports Academy.

In either case, the student will be reported to DIAC for failing to comply with the requirements of student visa condition 8532.



## 17. ACCIDENTS AND EMERGENCIES POLICY

Ace Sports Academy is committed to providing a healthy and safe workplace for all employees, visitors and members of the public.

Workplace Health and Safety places responsibility on individuals as well as on employees as a whole. Those responsibilities are outlined below and must be noted by all to ensure the policy works to its fullest potential.

### 1) Management Responsibilities

To integrate workplace health and safety into all aspects of the workplace

To promote communication about workplace health and safety as a standard component of all aspects of work

To plan, develop, implement and monitor a workplace health and safety program

To take effective action to provide and maintain a healthy and safe workplace

### 2) Employee Responsibilities

- To work in a healthy and safe manner
- To encourage others to work in a healthy and safe manner
- To cooperate with, support and promote workplace health and safety in the workplace.
- To report or rectify any unsafe conditions those come to your attention.

Should a workplace injury or work caused illness occur, it is imperative that the incident be reported to management. Depending on the severity of the accident or illness, there will be reports and procedures to follow to ensure that, following an assessment of the incident, control measures may be put in place to ensure protection for all employees and others from a recurrence.

If the incident or accident was to require hospitalisation, the office for Workplace Health and safety must be advised.

In the event of an accident occurring where first aid is required, the first aid kit is located in the kitchen and is maintained to ensure relevant first aid equipment is available at all times.

Should an incident or accident occur which results in a need for evacuation of the premises, refer to your Emergency Procedure.

Should a serious accident occur, there is a requirement under the Regulations for Workplace Health and Safety which prohibits the scene being interfered with, so please, don't touch anything.



## 18. CRITICAL INCIDENT POLICY & PROCEDURES

### Overview

Providers of education to overseas students are required by legislation to have documented critical incident policy and procedures, which outline the action to be taken in the event of critical incident. This includes the initial response, follow-up, reporting, review and improvement.

The purpose of the Critical Incident Policy and Procedures is to identify the personnel, structures and procedures for managing a critical incident.

### Scopes

This policy applies to all Ace Sports Academy staff, students and visitors who have been exposed to a critical incident - either on-campus or off-campus including staff on business related travel interstate or overseas.

Where Ace Sports Academy staff witness an event that may be considered a critical incident, the policy and procedures should be followed

Where staffs are aware of an event which may either indicate or escalate to a critical incident, the policy and procedures should be followed.

### Definitions

Critical Incident: is any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

Serious accident or injury;

Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons;

Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;

Threat of widespread infection or contamination;

Civil unrest;

Death/suicide;

Serious damage to essential facilities;

Disruption to operations of ACE Sports Academy;

Information which has the potential to negatively affect the reputation of Ace Sports Academy in the media and/or wider community.

Designated Officer: any Ace Sports Academy staff member who is either a witness to, or first to be informed about an actual or potential critical incident. The Designated Officer is to assume responsibility for alerting the most senior Ace Sports Academy staff member available as soon as possible. The Designated Officer may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control etc).



## Policy

### Instruction

- Ace Sports Academy will provide, at minimum, annual staff training and/or awareness sessions on critical incident response and management.

### Responsibilities - Critical Incident Team

This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.

Director: Rehana Jafarey-Hall, Tel: 0417001643

Academic Manager: Rehana Jafarey-Hall, Tel: 07 55 946 337

Administrator: Hoshi Mitsuharu Tel: 0414478888

In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival. If a Designated Officer is in attendance, her or his roles will be to act in the best interests of any student/staff member/visitor affected by the incident.





## Severity Levels

LEVEL OF RISK:	RESPONSIBILITY:	EXAMPLES
SEVERE	Director & Academic Manager	Death, suicide or life-threatening injury Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms, biological or chemical weapons, Fire, bomb, explosion, gas/chemical hazards, discharge of firearms Threat of widespread infection or contamination
MODERATE	Academic Manager; Administrator & Specialist personnel (eg: OSH, Officer; IT Officer; First Aid Officer)	Occupational Safety & Health (OSH) risk Suspicious package left unattended IT System crashes Student suffers epileptic fit - medical centre open
MINOR	All Staff	Minor injury Plumbing blockages Phone/Electrical failure Computer breakdown



## Procedure

The Designated Officer to assess the situation and consider any apparent risks to their own safety.

Where the Designated Officer considers a critical incident to be apparent or likely, he/she must immediately alert the most senior staff member available.

Where an incident occurs on-campus, the Designated Officer will contact emergency services if necessary.

Provided there is no threat to personal safety in doing so, the Designated Officer to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.

The Director or most senior staff member available is to assume responsibility for re-assessing the incident and forming a Critical Incident Team if deemed necessary.

As soon as practical the Director or most senior staff member available to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk. Where persons affected include Ace Sports Academy students, a copy of the Student Personal Information Form should accompany the report.

The Director and Critical Incident Team will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).

The Critical Incident Team to organise ongoing Response/Follow up (including staff briefing, counselling, review and reporting).

The Critical Incident Team to organise de-briefing to evaluate response procedures and make recommendations for handling future critical incidents.

Notification of Critical Incident to most Senior Staff Members.

Checklist of Tasks & Responsibilities for Consideration:

The Director or most senior staff member available will:

- Head the Critical Incident Team;
- Liaise with Emergency services;
- Liaise with Diplomatic Post Embassy/Consulate;
- Liaise with minister and memorial service arrangements;
- Prepare a written record of the event and all follow-up actions for the final report.

## Review

This policy shall be reviewed annually in compliance with education industry standards including the National Code of Practice for Registration Authorities Providers of Education to Overseas Students.



## 19. THE ESOS FRAMEWORK – providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location match the information on CRICOS.

### Your rights

The ESOS framework protects your rights, including:

your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au).

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

orientation and access to support services to help you study and adjust to life in Australia who the contact officer or officers is for overseas students if you can apply for course credit when your enrolment can be deferred, suspended or cancelled

what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well if attendance will be monitored for your course a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.



## Your responsibilities

As an overseas student on a student visa, you have responsibilities to:  
satisfy your student visa conditions maintain your Overseas Student Health Cover (OSHC) for the period of your stay meet the terms of the written agreement with your education provider inform your provider if you change your address maintain satisfactory course progress if attendance is recorded for your course, follow your provider's attendance policy, and if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

WHO?	WHY?	HOW?
Your provider	For policies and procedures that affect you	Speak with your provider Go to your provider's website
Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)	For your ESOS rights and responsibilities	<a href="http://www.aei.gov.au">www.aei.gov.au</a> ESOS Helpline +61 2 6240 5069
Department of Immigration and Citizenship (DIAC)	For visa matters	<a href="http://www.immi.gov.au">www.immi.gov.au</a> Phone 131 881 in Australia Contact the DIAC office in your country