



## STUDENT HANDBOOK

# ACE SPORTS PTY LTD.

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Welcome to Ace Sports Academy

Thank you for enrolling with Ace Sports Academy. We hope you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

We hope that this course will expose you to a variety of experiences and challenges. The course will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions that are not covered.

The quality of your experience with Ace Sports Academy depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge, and we will do our very best to ensure that the benefit to you exceeds your expectations.

Ms. Rehana Jafarey-Hall  
and Mr. Mitsuharu Hoshi  
Directors, Ace Sports Academy  
January, 2016-17



## Our Philosophy

Working in the sports industry is one of the most rewarding career choices for many of today's students. At Ace Sports we are committed to providing you with an engaging and efficient learning system no matter what your level or background may be.

We believe that learning through a hands on, interactive experience, is indispensable when it comes to succeeding in the sports industry. For this reason we emphasise the use of fun and engaging practice sessions to complement our study curriculum.

Our goal is to provide our students with high quality training, through detailed performance analysis and access to the best facilities and sporting equipment at the most affordable price.

With a growing network of coaches, trainers, sports academies and sports organisations, we are continually looking to expand our reach within the industry and in turn pass these contacts on to our students.

Whether you want to further your education, or get started off on the right foot, Ace Sports wants to help you follow your dreams and realise your full potential.  
So why not join us! Get in touch with us today!

Sincerely,  
Ace Sports Team.



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## QUALITY POLICY

The purpose of this policy is to confirm Ace Sports Academy's commitment to meeting the quality standards expected by our customers in the delivery of the services that we supply to them.

Our quality system is based on the requirements of the Standards for NVR Registered Training Organisations, The Vocational, Education, Training and Employment Act 2000, the Vocational Education, Training and Employment Regulations 2000, and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation. Other Acts that may impact on Ace Sports Academy's delivery of training and assessment are listed in the organisation's Code of Practice.

Our quality objectives are to:

- Provide quality training and assessment services
- Use the Quality Management System as a tool in achieving best practice outcomes across the organisation
- Ensure continuous improvement
- To comply with the relevant Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations. Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating continuous improvements.

The Quality Manual describes the mechanisms by which these improvements are achieved and how compliance to requirements is achieved.



Ace Sports Academy has designated the Director to hold defined responsibility and authority to:

Ensure that Ace Sports Academy complies with the NVR Standards for Registered Training Organisations across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;

Ensure that Ace Sports Academy provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit;

Report to the Chief Executives of ACE sports Academy's compliance with the NVR Standards for Registered Training Organisations, for review and as a basis for improvement;

Apply to the State or Territory registering body that has registered it for any extension to scope of registration;

Provide details, upon the request of the State or Territory registering body that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia;

Advise the State or Territory registering body that has registered it that Ace Sports Academy has commenced operations in any other State or Territory within 21 days of commencing the interstate operations; and

Provide the State or Territory registering body that has registered it with accurate and timely information regarding registration and compliance (including major changes to Ace Sports Academy's system or staffing profile, relocation of Ace Sports Academy, financial difficulties and transfer of client records).

Maintain a current scope of registration and ensure that Ace Sports Academy delivers the most current and up to date training products.

Ensure that Ace Sports Academy have current endorsed or accredited training products on their scope of registration at all times.

Ensure that the scope of registration remains up to date at all times by applying for registration for another accredited course or training package which has current accreditation or endorsement if the accreditation of a course delivered by Ace Sports Academy expires or a training package delivered by Ace Sports Academy becomes superseded.

Ensure that where Ace Sports Academy delivers an accredited course or qualification, that Ace Sports Academy upgrade to qualifications and competencies within a corresponding national training package within six months and no later than twelve months of one being endorsed and available.

Ensure that Ace Sports Academy upgrades to any revised edition of a training package in line with the training package requirements and transitional arrangements as directed by the Training and Employment Recognition Council.



Ensure that Ace Sports Academy transition to training package qualifications within six months and no later than twelve months of the publication of any relevant new training package in accordance national vocational education and training policy.

Ensure that Ace Sports Academy maintain current training package qualifications by monitoring the review of any relevant Training Packages and when a package is reviewed, endorsed and released, and the original package becomes superseded, implement the reviewed training package within six months and no later than twelve months of the date of its release and publication by Australian Training Products.

Ensure that when Ace Sports Academy applies for registration for any course or qualification, that the application is for the most up to date and current qualification or course.

Ace Sports Academy has designated the Manager, with direct access to Ace Sports Academy's Chief Executives, who has defined responsibility and authority to:

Ensure that the RTO complies with its financial management policies;

Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement; and

When requested, provide the State or Territory registering body that has registered it with a formal assurance that Ace Sports Academy has sound financial management standards for matters related to Ace Sports Academy's scope of registration and scale of operations.



## **CODE OF PRACTICE**

As a Registered Training Organisation, Ace Sports Academy has agreed to operate within the Principles and Standards of the NVR. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

### **Legislative Requirements**

Ace Sports Academy will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. Legislation which specifically impacts on the role of sport and recreation personnel is addressed during training. The relevant Acts are:

- Anti Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Equal Opportunity & Public Employment Act 1992 (Commonwealth)
- Privacy Amendment Act 2000 (Commonwealth)
- Workplace Health and Safety Act, 1995 (QLD)
- Work-cover QLD Act 1996 (QLD)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Training and Employment Regulation 2000 (QLD)
- ESOS Act 2000 (QLD)
- Copyright Act 1968 (Commonwealth)

Plus various Codes of Conduct related to specific sports

### **Access and Equity**

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

### **Quality Management Focus**

Ace Sports Academy has a commitment to providing a quality service and a focus on continuous improvement using the NVR Standards. We value feedback from students, staff, employers and all other relevant stakeholders for incorporation into future programs.

### **External Audit**

Ace Sports Academy has agreed to participate in monitoring and audit processes required by the Training Recognition Council. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration.



## **Client Service**

We have sound management practices to ensure effective client service. In particular Ace Sports Academy has client service standards, in accordance with NVR Standards guidelines, to ensure

The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.

Our quality focus includes a Recognition of Prior Learning Policy

A fair and equitable Refund Policy

A Complaint Policy

A Privacy Policy

An Appeal Policy

An Access, Equity and Diversity Policy and student welfare and guidance services.

Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.

We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

The implementation of the new reporting requirements requiring ACE to collect and report training activity information according to the Australian Vocational Education and Training Management Information System Standards (AVETMISS)

The implementation of the UNIQUE STUDENT IDENTIFIER (USI) Scheme as of January 2015

## **Management and Administration**

Ace Sports Academy has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. Ace Sports Academy has adequate insurance policies.

## **Marketing and Advertising**

Ace Sports Academy markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the NVR Standards.



### **Training and Assessment Standards**

Ace Sports Academy has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Mutual Recognition). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

### **International Students**

Ace Sports Academy will be bound to the Commonwealth Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991.

### **Sanctions**

Ace Sports Academy will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.



## ACCESS, EQUITY AND DIVERSITY POLICY

### Access

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximise the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career. To achieve these aims Ace Sports Academy will:

Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups, in particular priority VET program target groups as identified by the Department of Education

Ensure access and equity issues are considered during curriculum development;

Ensure the requirements of individual learners are accounted for in the strategic and operational planning processes;

Provide learners with the opportunity to be involved in the planning and decision making processes on matters that affect them;

Provide training programs and services that are accessible to all people in an environment that is free from harassment;

Seek to provide access to a broad range of high quality support services that account for the diversity of clients and the needs of people under-represented in VET;

Seek to provide opportunities for all people to achieve outcomes that meet their personal goals;

Provide access to staff development to assist facilitators who deliver courses to under represented groups.

Ace Sports Academy recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to Vocational Education and Training (VET) can assist all Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate Ace Sports Academy's commitment to State and National equity legislation and policy requirements including:

Disability Discrimination Act (1992) Commonwealth

Sex Discrimination Act (1984) Commonwealth

Racial Discrimination Act (1975) Commonwealth

National Strategy for the Education of Aboriginal & Torres Strait Islander People 1996 - 2002

Anti Discrimination Act (1991) Queensland

Multicultural Queensland Policy (1998)



## **Equity**

Equity essentially means 'fairness'. In the VET context it means that people are provided with the opportunity to access, participate and successfully achieve outcomes. Underpinning the principles of equity is the recognition by Ace Sports Academy:

Of the differences within and between equity groups;  
that each equity group does not experience the same type of disadvantage; and  
there remain many common systemic barriers for equity groups.

## **Diversity**

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- Prior educational experience
- Cultural diversity
- Language and / or learning styles
- Goals and expectations
- Motivation
- Work and social experiences
- Gender
- Values and beliefs
- Religion
- Income
- Age
- Geographic location

This policy aims to address the requirements of all potential and actual learners, seeking to participate in training with Ace Sports Academy including specific equity groups such as:

- Women
- Indigenous Australian peoples
- People with a disability
- People from non-English speaking backgrounds
- People with English literacy and numeracy needs
- Residents of rural and remote communities



Beyond these groups, and in recognition of diversity, Ace Sports Academy aims to respond to the needs of the local community for example:

Young and mature age people;  
People in transition from institutions;  
People who are socioeconomically disadvantaged; and  
People with family responsibilities

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of Ace Sports Academy's planning and operations.

This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. And where strategies do not exist, the diversity of client/learner needs may be addressed through planning areas such as:

Resource allocation;  
Support personnel;  
Staff training;  
Curriculum product development and delivery;  
Marketing and promotion; and  
Research

Ace Sports Academy will monitor and review its equity performance in order to:

- Comply with national and state legislation and policies;
- Meet national and state reporting requirements; and
- modify and improve performance to better achieve access, equity and diversity objectives.



## **COURSE ADMISSION POLICY**

All applicants for enrolment are required to satisfy Ace Sports Academy that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant course document (or Training Package), prior to acceptance for admission to courses.

Ace Sports Academy also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the performance criteria and conditions as set out in the relevant course document (or Training Package). Where some doubt exists as to the applicant's ability to commence a course, they will be offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

All potential course participants are encouraged to check the units of competency in the course / qualification to ensure they understand the performance requirements prior to enrolment. If there is some doubt as to the requirements or outcomes of a course, please ask Ace Sports Academy for assistance in clarifying the suitability of the course to your skill development requirements.

The training costs and fees associated with the courses offered by Ace Sports Academy are outlined in the relevant course information literature and are provided to the applicant at the time an initial inquiry is made.

## **ISSUING QUALIFICATIONS POLICY**

On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, participants will be issued with a Statement of Attainment. A Statement of Attainment is provided in recognition that the participant has successfully completed part of a course or qualification. A Statement of Attainment can be used to gain a credit for the competency(s) with Ace Sports Academy or another registered training provider either within the state of Queensland or interstate, should the participant wish to complete the course at a later time.

## **NATIONAL RECOGNITION POLICY**

National Recognition (Credit) means credit towards a qualification is granted to the student on the basis of outcomes gained by the student through previous participation in a course or training package qualification, with another Registered Training Organisation.

National recognition (Credit), for AN applicable unit of competency, is available to any student when enrolling with Ace Sports Academy.



## **CREDIT POLICY**

For fee for service students, Ace Sports Academy is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by Ace Sports Academy

The terms of credit are at the discretion of the Director, ACE sports Academy and subject to the provision of adequate client identification.

Enrolment fees will be invoiced no later than the start date of the course date unless alternate arrangements are made. Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date of course commencement.

## **FEES**

For members of the general public, unless otherwise agreed upon, the fees are payable immediately upon completion of enrolment.



## REFUND POLICY

It is the policy of Ace Sports Academy to ensure that all applications for refund of fees are considered.

### **Cancellation and refund policy - NC Standard 3**

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 Application 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.
8. 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 (TPS) 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.



- 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.
- 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.
- 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)
- 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)
- A student who is expelled by Ace Sports Academy will not be entitled to any refund tuition fees for that semester of study.
- Any commission paid to an agent as portion of the fees is not considered as part of any refund and will be retained.
- Other information concerning the refund of tuition fees.

In the event of Ace Sports Academy being unable to deliver your course due to provider default, students will be eligible for a refund of any 'unspent pre-paid tuition fees' (ie: tuition fees for which the student has paid but which has not yet been delivered by the provider)

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.

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



## Courses Refund Policy Table

If a student cancels from a full-time program for any reason, excluding initial visa rejection, the following charges will apply.

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.

## RECOGNITION OF PRIOR LEARNING POLICY

Recognition of Prior Learning is the process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies.

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Students will need to contact the Ace Sports Academy Training Manager for information on the RPL process. To apply for Recognition of Prior Learning students will need to complete the RPL form and attach their supporting evidence.

Unsuccessful applicants have the right to formally appeal the RPL assessment, through the institute academic appeals process. Read ALL of this information carefully to ensure you understand the RPL procedure.

### Benefits

If your RPL application is successful you may:

Finish your course earlier.

Reduce your study load.



## How to apply

### Step 1

Discuss your RPL potential with the course co-ordinator.

Obtain a RPL Application Form, and Guide to Completing a RPL Application from the Ace Sports Academy Office.

### Step 2

Read the units of competency, that you are seeking recognition for, very carefully.

Match your prior learning to the unit performance outcomes. If you have difficulties with this, contact the course co-ordinator.

Obtain evidence to support your application e.g. letters of validation from your employer, past academic results, etc. Guidelines for preparing your portfolio of evidence will be provided with the RPL application form.

If submitting qualifications or similar, the original document(s) must be sighted by the Ace Sports Academy Administration Manager or certified copies attached.

### Step 3

Complete the RPL Application and attach your evidence.

### Step 4

Lodge the forms with the Ace Sports Academy Administration Manager.

### Step 5

Enrol and pay the fee applicable for the proposed course. If your application has been assessed prior to your enrolment, the tuition fee will be calculated excluding any competencies for which you have been granted total credit under RPL.

You may be requested to attend an interview with an RPL assessor:

The assessor will outline the process.

You will be questioned about your previous work experience, training, education, hobbies and interests.

Interviews may include a 'challenge test'.

If you do not understand any of the questions, ask the assessor for an explanation.

After the interview a recommendation will be made to the Director of the Ace Sports Academy for a decision on your RPL application.



### **RPL decisions**

- Request granted
- Application accepted and prior learning recognised.
- Study requirements may be reduced if this decision is made.
- Request for partial exemption granted
- Your prior learning does not totally match the competency content in the course.
- You may be required to complete an assignment, or undertake alternative study to gain recognition for the complete unit of competency.
- Request denied
- Your prior learning has not been recognised as relevant to the course.
- The usual study requirements of the course must be completed.

### **RPL Notifications**

You will be formally notified of the outcome of your RPL application by the Ace Sports Academy Training Manager.

### **RPL appeal process**

If you are dissatisfied with the level of credit obtained, discuss the assessment with the Training Manager.

If you are still dissatisfied, write to the Director Ace Sports Academy within seven days of receipt of the RPL notification and request a review of the decision.

The Director's decision will be final. No further appeals are possible.

### **RPL fees**

An initial application fee of \$50.00 is payable at the time of lodging a RPL application.



## COMPLAINTS AND APPEALS PROCEDURES

The following procedure explains how we aim to ensure any complaint or appeal is dealt with in a fair and timely manner.

### APPEAL PROCESS

A participant enrolled in a course, who is seeking to appeal against an academic decision or other procedural matter, will be given the opportunity to present their case. The appellant should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
2. Assessment will be reviewed having due regard to submissions made by the participant.
3. Where the participant is still dissatisfied with the decision a request is to be made to Ace Sports Academy in writing, for a facilitator who has not been involved in the original decision, to review the decision.
4. If the participant is dissatisfied with the decision of the reviewing independent facilitators a written notice of appeal may be lodged with Ace Sports Academy, requesting an independent review by an external appeal consultant.

Appeals will be accepted up to fourteen (14) days from the date an assessment result was received. Participants will be notified of the outcome of their appeal in writing within 21 days of a decision being reached.

All appeals received will be recorded for Management Review follow up at the next meeting.



## COMPLAINT PROCEDURE

A participant enrolled in a course who has a complaint on any matter, other than academic decisions, will be given the opportunity to present their case. The participant should undertake the following steps:

In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.

If the matter is not resolved to the satisfaction of both parties, a request must be made to Ace Sports Academy, in writing, for a facilitator who has not been involved in the complaint, to review the complaint and have the matter resolved.

If the participant is still dissatisfied, a written notice of complaint may be lodged with Ace Sports Academy requesting an independent review by an external consultant, or appropriate body.

- A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.
- A complaint can be forwarded directly to Ace Sports Academy's Administration Manager by telephone on (07) 55975410.
- Any complaint received by the Administration Manager or made directly to Ace Sports Academy office, will be written into the Improvement Log by the Administration Manager.
- Where possible the complaint will be dealt with immediately by the Administration Manager. In all other cases the complaint will be referred to the RTO Director.
- All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.
- Any substantiated complaint will be acted upon. All complaints will be recorded on an Improvement Log for Management Review follow up at the next meeting. Improvement Logs will be dealt with as detailed in the improvement procedure.



## **EXTERNAL CONSULTANT APPEALS**

Mutual agreement is to be reached between Ace Sports Academy and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course. There are six Dispute Resolution Centres throughout Queensland.

For Brisbane call: +6 7 3247 5598 or Toll Free No: 1800 017 288

Where participants wish to use an external consultant who is not approved by Ace Sports Academy they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

## **RECORDS MANAGEMENT**

Privacy and personal information protection in ACE sports Academy

When you enrol with Ace Sports Academy you may be assured that the personal information you provide is protected under the Privacy and Personal Information Protection Act 1998. This Act imposes obligations on Ace Sports Academy in its collection, storage, use and disclosure of your personal information.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections.

We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be necessary for the purposes of your course enrolment, learning, assessment, and study records.



## **Access to Records**

Students may access their own personal records by submitting a written request to Ace Sports Academy. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student.

Only authorised personnel within Ace Sports Academy may access student records. Trainers and Assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records. Administration staff access student records to ensure records are maintained and up to date as required (eg when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information).

The Director, Administration Manager, and ASQA auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required Acev Sports Academy policies and procedures. All authorised personnel are required to ensure information in kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

Should you wish to access your own records, an application should be made in writing to the Administration Manager Ace Sports Academy.

## **ANTI-DISCRIMINATION & SEXUAL HARASSMENT POLICY**

### **Anti-Discrimination**

It is the policy of Ace Sports Academy to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

Ace Sports Academy is an equal opportunity employer. All appointments are made on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, their ability and enthusiasm to maintain Organisational standards or service.

The Organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.



## **Sexual Harassment**

The policy of Ace Sports Academy is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

All Ace Sports Academy employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

## **What is Discrimination?**

Discrimination occurs when someone is treated unfavourably because of one of their personal characteristics. Discrimination may involve:

- Offensive “jokes” or comments about another worker’s racial or ethnic background, sex, sexual preference, age, disability or physical appearance;
- Display of pictures or posters which are offensive or derogatory;
- Expressive negative stereotypes of particular groups, e.g. “married women shouldn’t be working”.
- Judging someone on their political or religious beliefs rather than their work performance.
- Using stereotypes or assumptions to guide decision – making about a person’s career;
- Undermining a person’s authority or work performance due to dislikes of one or more of their personal characteristics.



## **What is Sexual Harassment?**

Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material.

Sexual harassment has nothing to do with mutual attractions. Such friendships are a private matter.

Sexual harassment can be a single incident, it depends on the circumstances. Obviously some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.

Other single incidents, such as an unwanted invitation out or compliment, may not constitute harassment if they are not repeated.

There is no onus on the person being harassed to say he/she finds the conduct objectionable. Many people find it difficult to speak up. All students are responsible for their own behaviour. If you think the behaviour may offend, then don't do it.

If another person's behaviour towards you is sexual in nature and makes you feel frightened, offended, angry or humiliated, then you are being harassed. Sexual harassment can happen to anyone, regardless of his or her sex or age.

Remember: Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

Ace Sports Academy will not tolerate discrimination or harassment. Ace Sports Academy will seriously and confidentially investigate each complaint of discrimination or harassment received. Any person who is proven to have discriminated or harassed another student of Ace Sports Academy may face disciplinary measures. Likewise, disciplinary action may be taken against any person who victimises a person involved in making a complaint.



### **What to do if you are Discriminated Against or Sexually Harassed**

You have the right to feel safe and to have full opportunity to achieve your potential in your study.

Don't let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

Tell the person they are making you uncomfortable and ask them to stop.

Make a complaint to one of the staff from Ace Sports Academy.

Or

Make a complaint under Anti-Discrimination Legislation to the  
Queensland Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:  
Telephone state-wide 1300 130 670 or TTY 1300 130 680  
Level 1-189 Coronation Drive (cnr Cribb Street) Milton  
P O Box 2122, Milton Q 4064 or Brisbane DX 44037 - Fax: (07) 3247 0960

### **HEALTH & SAFETY POLICY**

Workplace Health & Safety Responsibilities:

Students have an obligation under Section 36 of the Workplace Health and Safety (WH&S) Act 1995.

Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course being run by Ace Sports Academy

Students **MUST** carry out safety directions given by members of Ace Sports Academy;

Students **MUST NOT** wilfully or recklessly interfere with anything provided in the interests of health and safety at Ace Sports Academy.

NOTE: Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.



## STUDENT SUPPORT SERVICES POLICY

Ace Sports Academy has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Ace Sports Academy.

Ace Sports Academy will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Details of participant support services available for our courses are outlined in this 'Student Handbook', or can be obtained by contacting our office on (07) 5597 5410. Advice for course facilitators regarding the procedure for accessing support services is provided in Procedures for Student Information.

In addition to client support the Academy provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate the Academy will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that further action is required, refer the student to the appropriate personnel or alternatively, the student may wish to contact the relevant organisation themselves from the following list:

Adult English Language, Literacy and Numeracy:  
TAFE Queensland.Language & Literacy Services  
Phone: 3234 1666. Or contact your nearest TAFE Institute.



## TAFE Literacy & Numeracy Support Centres

Gold Coast Campus- Southport  
07 5581 8327

Coolangatta  
07 5506 9116

Bundall  
07 55 818 391

Brisbane Institute of TAFE  
38267777 (LL&N)

Logan Institute of TAFE  
38267777 (LL&N)

Southbank Institute of TAFE  
32445000

TAFE Queensland Language & Literacy Services  
32341666



**Learning Disability:**

**SPELD**

Phone: 3262 9844

**The Independent Living Centre**

Phone: 3397 1224

**Dyslexia Association of Brisbane**

Phone: 3846 1559

**Deaf and Hearing Impaired:**

**Queensland Deaf Society.**

Phone (07) 3356 8255 or

Sign On Phone: 3391 5677

**Vision Impairment:**

**Queensland Blind Association**

Phone: 3848 8888

**Queensland Foundation for the Blind**

Phone: 3391 0277

**Vision Queensland**

Phone: 3391 3686

**Physical Impairment:**

**The Independent Living Centre**

Phone: 3397 1224

**Headway;**

**Australian Quadriplegic Association (AQA);**

**Queensland Spastic Welfare League -**

**Equipment Technology Services**

Telephone (07) 3865 4377

**Intellectual Impairment:**

**The Independent Living Centre**

Phone: 3397 1224

**Psychiatric Difficulty:**

**Mental Health Information and Support**

Phone: 3358 4988

**Queensland Health Mental Health Unit**

Phone: 3234 0680

This list of organisations is a selection only. Please discuss the matter with us if you have any special needs or questions.



## STUDENT RULES

Ace Sports Academy aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities.

When you sign your enrolment form, you agree to follow Ace Sports Academy Student Rules.

### Change of Personal Details

It is your responsibility to notify Ace Sports Academy if you change your name or address after enrolment. This is critical to receive important information from Ace Sports Academy (e.g. Results of Assessments). There is a 'Student Change of Address Notification' available from the administration officer or you can call the Administration Manager..

### Mobile Phones and Pagers

The staff at Ace Sports Academy make provision for all students/trainees to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students/ trainees must leave the room to answer calls.

### Drugs, Alcohol and Articles Considered Dangerous

Ace Sports Academy prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by Ace Sports Academy. The penalties for serious misconduct range from exclusion from Ace Sports Academy courses for a period of time to 'Removal of Academic Privilege'.

### Examinations / Course Assessments and Results

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by Ace Sports Academy.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from Ace Sports Academy courses for a specific period of time.



## **Cheating**

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Director for appropriate action as outlined in disciplinary action

## **MISCONDUCT**

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of Ace Sports Academy operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

### **Vandalism / Theft**

- Defaced equipment, furniture or fixtures on premises under the control of Ace Sports Academy
- Was caught stealing

### **Safety / Hygiene:**

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

### **Failure to Comply With Directions:**

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

### **Cheating / Plagiarism:**

Shouted at a member of staff, student or other person

Used inappropriate or offensive language, signs or body gestures

Used language to threaten a member of staff

### **Physical abuse:**

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

**Alcohol / Drugs:**

Drinking an alcoholic drink on premises under the control of Ace Sports Academy

Intoxicated and disorderly on premises under the control of Ace Sports Academy Engaging in the taking or selling of drugs

**Weapons:**

Carried a weapon on their person on premises under the control of Ace Sports Academy

Used an object as a weapon to threaten or intimidate another person on premises under the control of Ace Sports Academy

**Exposure / Decency:**

- Acted in a lewd way
- Engaged in sexual behaviour

**Misconduct is a disciplinary offence and includes but is not limited to:**

Wilfully obstructing or disrupting any Ace Sports Academy meeting, activity, class or assessment

Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff

Any form of harassment, whether based on gender, race, age, sexual preference or religious belief

Wilfully damaging, or wrongfully dealing with, any Ace Sports Academy property or the property within premises under the control of Ace Sports Academy personnel

Assaulting or attempting to assault any person within Ace Sports Academy

Drunken and disorderly behaviour on premises under the control of Ace Sports Academy

Cheating and plagiarism

Making a false representation as to a matter affecting student/trainee status

Breach any rules relating to conduct of assessment

Any indictable offence which impinges on Ace Sports Academy operations

Possession of prohibited or dangerous articles

Breaching Workplace Health & Safety responsibilities



## DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook. You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

### **Consequences of Misconduct:**

If the student has acted in, or engaged in any misconduct other than 'Serious Misconduct' the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Manager, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by Ace Sports Academy. The student/trainee will be advised of the time to attend a meeting with the Training Manager and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Manager, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken: The student / trainee shall be immediately suspended for 24 hours from attendance at class.

The supervisor/trainer shall advise the Training Manager immediately and provide a written statement, which details the circumstance of the student/trainee suspension.

The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Training Manager.

The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Training Manager, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.



The student/trainee shall also be advised in relation to their right of appeal against certain penalties.

The Manager shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:

Modify or dismiss the charge

Reprimand and warn the student/trainee against repetition of the breach of discipline

Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension or, Remove Academic Privilege.

## **COURSE OVERVIEW**

Ace Sports Academy is a high quality training provider specialising in the sports industry. Ace Sports Academy will provide learners with the educational qualifications to begin their career in the sport's industry via completion of the following courses:

SIS20313 Certificate II in Sport & Recreation

SIS30513 Certificate III in Sport & Recreation

SIS20412 Certificate II in Sport Career Oriented Participation

SIS30612 Certificate III in Sport Career Oriented Participation

SIS30315 Certificate III in Fitness

SIS20513 Certificate II in Sport Coaching

SIS30713 Certificate III in Sport Coaching

SIS50612 Diploma of Sport (Development)



## Student Handbook: Appendix

### RELEVANT ACTS & LEGISLATION THAT MAY BE ADDRESSED DURING TRAINING

- Anti Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Equal Opportunity & Public Employment Act 1992 (Commonwealth)
- Privacy Amendment Act 2000 (Commonwealth)
- Workplace Health and Safety Act, 1995 (QLD)
- Workcover QLD Act 1996 (QLD)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Training and Employment Regulation 2000 (QLD)
- ESOS Act 2000 (QLD)
- Copyright Act 1968 (Commonwealth)

Plus various Codes of Conduct related to specific sports can be found at the following links:

- Queensland Department of Local Government, Planning, Sport and Recreation  
<http://www.dlgpsr.qld.gov.au/?id=22>
- Queensland Academy of Sport  
[http://www.qasport.qld.gov.au/about/queensland\\_academy\\_of\\_sport.cfm](http://www.qasport.qld.gov.au/about/queensland_academy_of_sport.cfm)

Links on the QAS page lead to sites not operated by the Queensland Academy of Sport (QAS). The QAS takes no responsibility for the content of these sites, nor does it endorse any opinions, advice or commercial goods or services that they might promote or contain.

Queensland Sport and Athletics Centre - <http://www.thegabba.org.au/content/venue.asp?name=qsac>  
Sport and Recreation Queensland <http://www.srq.qld.gov.au/>  
Australian Sports Commission - <http://www.ausport.gov.au/>  
Australian Institute of Sport - <http://www.ais.org.au/>  
Australian Sports Anti-Doping Authority - <http://www.asada.gov.au/>

#### Other State Sporting Academies and Institutes:

New South Wales Institute of Sport - <http://www.nswis.com.au/>  
Victorian Institute of Sport - <http://www.vis.org.au/>  
Western Australian Institute of Sport - <http://www.wais.org.au/>  
South Australian Sports Institute - <http://www.recsport.sa.gov.au/sasi/about-sasi.html>  
Tasmanian Institute of Sport - <http://www.tis.tas.gov.au/>  
ACT Academy of Sport - <http://www.sport.act.gov.au/actas/>  
Northern Territory Institute of Sport - [www.dcdsca.nt.gov.au/dcdsca/intranet.nsf/pages/sr\\_sport\\_ntis](http://www.dcdsca.nt.gov.au/dcdsca/intranet.nsf/pages/sr_sport_ntis)



## **State and National Sporting Organisations for QAS Sports**

### **Athletics**

Queensland Athletics - <http://www.qldathletics.org.au/>

Athletics Australia - <http://www.athletics.org.au/>

### **Baseball**

Baseball Queensland - <http://www.qld.baseball.com.au/>

Australian Baseball Federation - <http://www.baseball.org.au/>

### **Basketball**

Basketball Queensland - [http://www.basketballqld.net.au/fs\\_home.asp](http://www.basketballqld.net.au/fs_home.asp)

Basketball Australia - [http://www.basketball.net.au/fs\\_home.asp](http://www.basketball.net.au/fs_home.asp)

### **Canoeing**

Queensland Canoeing - <http://www.canoeqld.org.au/>

Australian Canoeing - <http://www.canoe.org.au/>

### **Cricket**

Queensland Cricket - <http://www.qldcricket.com.au/>

Cricket Australia - <http://www.cricket.com.au/>

### **Cycling**

Cycling Queensland - <http://www.qld.cycling.org.au/>

Australian Cycling - <http://www.cycling.org.au/>

### **Football**

Football Queensland - <http://www.footballqueensland.com.au/>

Football Federation Australia - <http://www.footballaustralia.com.au/>

### **Golf**

Queensland Golf Union - <http://www.queenslandgolf.org.au/>

Women's Golf Queensland - <http://www.womensgolfqld.org.au/>

Australian Golf Union - <http://www.agu.org.au/>

Women's Golf Australia - <http://www.wga.com.au/>

### **Gymnastics**

Gymnastics Queensland - <http://www.gymqld.org.au/>

Gymnastics Australia - <http://www.gymnastics.org.au/>

### **Hockey**

Hockey Queensland - <http://www.hockeyqld.com.au/>

Hockey Australia - <http://www.hockey.org.au/>

### **Netball**

Netball Queensland - <http://www.netballq.org.au/>

Netball Australia - <http://www.netball.asn.au/>



## **Rowing**

Rowing Queensland - <http://www.rowingqld.asn.au/>

Rowing Australia - <http://www.rowingaustralia.com.au/>

## **Rugby League**

Queensland Rugby League - <http://www.qrl.com.au/>

Australian Rugby League - <http://www.australianrugbyleague.com.au/>

## **Rugby Union**

Queensland Rugby Union - <http://www.qru.com.au/>

Australian Rugby Union - <http://www.rugby.com.au/>

## **Softball**

Softball Queensland - <http://www.qld.softball.org.au/>

Softball Australia - <http://www.softball.org.au/>

## **Swimming**

Queensland Swimming - <http://www.qld.swimming.org.au/>

Australian Swimming - <http://www.swimming.org.au/>

## **Tennis**

Tennis Queensland - <http://www.tennisqueensland.com.au/>

Tennis Australia - <http://www.tennis.com.au/>

## **Triathlon**

Triathlon Queensland - <http://www.triathlonqld.com.au/>

Triathlon Australia - <http://www.triathlon.org.au/>

## **Volleyball**

Queensland Volleyball Association - <http://www.qva.org.au/>

Australian Volleyball Federation - <http://www.isport.com.au/volleyball/avf>

## **Water Polo**

Water Polo Queensland - <http://www.waterpoloqld.com.au/>

Water Polo Australia - <http://www.waterpoloaus.asn.au/>

**AFL Coaches Code of Conduct**

<http://afl.com.au/cp2/c2/webi/article/105821aj.pdf>

**AFL Racial and Religious Vilification, AFL Illicit Drug Policy, AFL Anti-Doping Code**

<http://afl.com.au/default.asp?pg=mediacomms>

**Football Queensland - anti doping risk management etc**

[http://www.footballqueensland.com.au/index.php?option=com\\_docman&task=cat\\_view&gid=54&Itemid=41](http://www.footballqueensland.com.au/index.php?option=com_docman&task=cat_view&gid=54&Itemid=41)

**Fitness Industry**

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FairTradFitR03.pdf>

**Horse riding trails**

<http://www.dir.qld.gov.au/workplace/law/codes/horseriding/index.htm>

**Golf**

<http://www.queenslandgolf.org.au/about/managementofgolf.htm>

**Rugby union Code of Conduct**

[http://www.rugby.com.au/verve/\\_resources/CoC\(web\).pdf](http://www.rugby.com.au/verve/_resources/CoC(web).pdf)

**Rugby league Code of Conduct**

<http://www.arlfoundation.com/clubadmin/files/code%20of%20conduct%20final%20a4%20version.pdf>



## INFORMATION ACCEPTANCE FORM

You are required to return this page to the ACE Sports Academy office.

I have read the information contained in Ace Sports Academy Student Handbook.

I am aware that further detailed information relating to Ace Sports Academy services policies, procedures and best practice guidelines is available on request.

I understand the student responsibilities and conditions of enrolment outlined in this handbook.

Signed:

Dated:

Name (please print):

PLEASE RETURN THIS SIGNED FORM WITH YOUR APPLICATION FORM BY POST TO:

Enrolment Officer  
Ace Sports Academy  
P.O. BOX 976  
Southport, Qld. Australia 4215



**Ace Sports Academy**

C/- POLICE CITIZENS YOUTH CENTRE,  
180, MONACO STREET, BROADBEACH WATERS  
Queensland 4214  
Telephone: (07) 55975410 - (Mobile):0417 001 643

Email: [acesports.edu.au@gmail.com](mailto:acesports.edu.au@gmail.com)  
Website: [www.acesports.edu.au](http://www.acesports.edu.au)