



## **GOLD COAST**

**National Registration Number: 31414  
CRICOS Number: 03005D**

**JANUARY 2010**

# **Guidelines for International Students**

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Ace Sports Pty Ltd. RTO Code: 31414 CRICOS No: 03005D**



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## **1. ACE TENNIS 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 Tennis Academy campus is located on the Gold Coast, approximately 1 hours drive south of Brisbane. The College 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 Parkwood campus

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

#### **Excellent Facilities and Resources**

ACE Tennis Academy classes are conducted in a modern air-conditioned building at the Parkwood Golf centre which offer 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 our pro shop or order specific items through them. We strive to make their study experience rewarding and challenging.

#### **Classrooms**

ACE Tennis Academy is well equipped to meet your needs. Classrooms are spacious and comfortable and designed to help you study in a relaxed and productive atmosphere.

One of ACE Tennis Academy's most distinguishing features is small class sizes. Smaller classes and a personalised touch make ACE Tennis 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 Tennis Academy has everything you need for your studies: a wide range of textbooks, latest software, access to computers and ADSL Internet connection.

#### **The 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 cost 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, homestay 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 Tennis 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:

<http://www.studyinaustralia.gov.au>

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

<http://www.ourbrisbane.com> <http://www.studyqueensland.qld.edu.au/home/default.asp>

## **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 (where is it) so that you can catch a train to the city and other parts of southeast Queensland

## **Premises**

Should ACE Tennis Academy plan to relocate to new premises (including the head office and campus locations), the director of ACE Tennis 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 Tennis 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 Tennis 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 Citizenship (DIAC) 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 Tennis Academy and the cost will be added to your invoice.

### ***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 months rent

ACE Tennis Academy offers accommodation services ranging from homestay to share apartments.

### ***Airport Pick-Up***

ACE Tennis 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 DIAC website:

[http://www.immi.gov.au/students/students/bringing\\_family/how-to-apply.htm](http://www.immi.gov.au/students/students/bringing_family/how-to-apply.htm)

Education Queensland (the Queensland State Government Department of Education, Training and the Arts) accepts applications for the enrolment of dependant 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 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:

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

Please contact the Academy for any assistance.

### ***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
- Compliance and appeals policy and process
- Purchasing text books
- Transport details and contact details for services such as doctors, police and legal services

### ***Full Student Support Services***

Experienced staff at ACE Tennis 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 Tennis 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.

### **For Further information:**

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

[www.acetennis.com.au](http://www.acetennis.com.au)

Phone: 61 7 55 946 337 or +61 0417001643

Email: [info@acetennis.com.au](mailto:info@acetennis.com.au) or Email: [rehanajafarey@hotmail.com](mailto:rehanajafarey@hotmail.com)



## Directory of Local Services Gold Coast

Name	Address	Telephone No.
Police	Headquarters - 200 Roma St, Brisbane	33646464
	Southport Police	55714222
Ambulance	Non- urgent medical	131223
RACQ	For Breakdown	131111
National Australia Bank	12, Short Street, Southport, 4215	55 286104
Commonwealth Bank	5, Nerang Street Southport, 4215	55 6020545
ANZ Bank	81, Scarborough Street, Southport, 4215	55 743208
Bank of Queensland	87, Scarborough Street, Southport, 4215	55 456732
State Library	299 Montague Road West End (City)	38407666
Gold Coast City Library	Cnr 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
DIAC Regional Office	Adelaide Street, Brisbane	1800 009 623

### Embassies and Consulates

Argentina	(02) 6273 9111
Brazil	(02) 6273 2372
Cambodia	(02) 6273 1259
Chile	(03) 9654 4479
China (PRC)	(03) 9822 0604
France	(03) 9820 0921
Germany	(02) 6270 1911
Great Britain	(03) 9650 4155
Greece	(03) 9866 4524
Hungary	(03) 9650 8636
Indonesia	(03) 9525 2755
Italy	(03) 9861 5744
Japan	(03) 9639 3244
Korea (Sth)	(02) 6273 3044
Malaysia	(03) 9820 0921
Russia	(02) 6281 2716
Spain	(03) 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 Student Handbook and Course Outlines published and available on the ACE Tennis Academy website. The 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 Tennis Academy websites.

The following sections are excerpted from the ACE Tennis Academy policy relating to overseas students printed in all copies of the ACE Tennis Academy course manuals:

Attention is drawn to the following matters relating to candidates and to study in Australia.

The information provided by overseas students to the provider (the ACE Tennis 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 Citizenship 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.

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

The ACE Tennis 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 Citizenship. The ACE Tennis 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 Tennis 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 Tennis Academy courses. The academic requirements vary according to country and course level chosen.

Entry requirements are assessed by ACE Tennis Academy during the application process. Please refer to Table 1.1 for English requirements and Table 1.2 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.

**Table 1 - English Language Entry Requirements**

<b>English Level</b>	<b>Certificate II/III &amp; IV</b>	<b>Diploma</b>
IELTS	5.0	5.5
TOEFL (paper)	500	525
TOEFL (computer)	175	195
TOEIC	600	700
Cambridge	FCE "C"	FCE "C"
O-levels English	D7	C6
A-levels English	D8	D7
HKCEE Syllabus	D	C
HKALE	D	D
SPM	D7	C6



**Table 2 - Academic Entry Requirements**

<b>Country</b>	<b>Certificate II/III &amp; IV</b>	<b>Diploma</b>
Australia	Successful completion of Year 10	Completion of Year 12
Argentina	Bachillerato	Completion of Year 12
Bangladesh	Senior School Certificate with average 50%	Completion of Higher Secondary School with average 55%
Bahrain	Secondary School Leaving Certificate	Secondary School Leaving Certificate and Certificate IV
Brazil	Equivalent of Australian Year 11	Equivalent of Australian Year 12
Brunei	Completion of GCE 'O' Level	Completion of GCE 'A' Level
Canada	Successful completion of Year 11	Completion of Year 12
Chile	Bachillerato	Completion of Year 12
China	Year 12 pass grades	Year 12 very good grades
Colombia	Bachillerato	Completion of Year 12
Czech Republic	Completion of Year 11 High School	High School Leaving Certificate (Maturita)
Fiji	Form 6	Completion of Year 12
Hong Kong	HKCEE pass grades in 4 academic subjects	HKALE with passes in 2 academic subjects
India	Completion of Higher Secondary School Stnd XII	Completion of Higher Secondary School Stnd XII Good grades
Indonesia	Completion of SMU II	Completion of SMU III
Iran	High School Diploma	High School Diploma and Certificate IV or Pre-University Certificate
Japan	Year 12 Kotogakko pass or Year 11 superior grades	Year 12 Kotogakko very good grades
Kenya, Tanzania	Secondary Education pass grades in 8 major subjects or GCE 'O' level exam pass grades in 4 major subjects	Secondary Education good grades in 8 major subjects or GCE 'A' level exam pass grades in 2 major subjects
Korea	Year 12 Kodung Hakkyo pass/Year 11 very good grades	Year 12 Kodung Hakkyo very good grades
Kuwait	General Secondary School Certificate	General School Certificate and Certificate IV
Lebanon	Baccalaureate General	Baccalaureate Certificate and Certificate IV
Macau	Successful completion of Form 5 or Senior 2	Successful completion of Senior Middle 3



Malaysia	SPM pass grades in 5 major subjects/MICSS UEC pass	STPM pass grades in 2 major subjects, or MICSS UEC good grades in 4 major subjects or SACE, or OSSD (OAC subjects)
New Zealand	Successful completion of Year 11	Completion of Year 12
Norway	Year 11 good grades	Upper Secondary Leaving Certificate pass grades
Oman	Secondary School Leaving Certificate	Secondary School Leaving Certificate and Certificate IV
Poland	Successful completion of Year 11 High School	Successful completion of High School Leaving Certificate (Matura)
Russia	Successful completion of Certificate of Secondary Education (Attestat)	Successful completion of Certificate of Secondary Education (Attestat)
Saudi Arabia	General Secondary Education Certificate	General Secondary Education Certificate and Certificate IV
Singapore	GCE 'O' level pass grades in 4 academic subjects	GCE 'A' level pass grades in 2 academic subjects
Sweden	Successful completion of Leaving Certificate from compulsory education (Slutbetyg från Grundskola)	Successful completion of Upper Secondary School Leaving Certificate
Switzerland	Successful completion of Year 11 or equivalent	Successful completion of Federal Maturity Certificate or equivalent
Taiwan	Successful completion of Senior Year 2	Successful completion of Senior Year 3
Thailand	Year 12 Matayom 6 pass, or Year 11 superior grades	Year 12 Matayom 6 good grades
Turkey	Successful completion of Lise Diploma, Year 11 or equivalent	Successful completion of a course equivalent to international Baccalaureate or first year University in Turkey
United Arab Emirates	General Secondary School Certificate	General Secondary School Certificate and Certificate IV
Vietnam	Successful completion of Year 11	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 Tennis 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 Citizenship's visa requirements.



#### **4. FEES & CHARGES (IN AUSTRALIAN DOLLARS) - YEAR 2008 - 2009**

**Table 3: Fees and Charges (\$AUD)\***

<b>Programs</b>	<b>Duration and Mode of Delivery</b>	<b>Inter. Student Tuition Fees* \$AUD</b>
<b>Sport Industry</b>		
SRS30306 Certificate II in Sport (Coaching)	26 weeks (excluding 9 weeks holidays ) full time face to face study	A\$7,024
Certificate II in Sport and Recreation SRO30106	25 weeks (excluding 9 weeks holidays) full time face to face study	A\$6,824
Diploma of Sport (Development) SRS50506	40 weeks (excluding 11 weeks holidays) full time face to face study	A\$10,448

#### **Other Charges (\$AUD):**

Enrolment / Application Fee	\$150
Textbooks and printing (per semester approximate) **	\$200 (Cert II courses) \$500 (Diploma)
Student visa charge	\$420
Airport Reception	\$30
Homestay Placement Fee	\$190
Guardian Placement Fee	\$220
Homestay (Per Week)	\$180 - \$260
Medical Insurance -	\$348 (12 months)
Overseas Student Health Cover (OSHC)	

**Notes:** The compulsory components of the course fee are the tuition fee, administration fees (A\$150) and course material costs (A\$200). For example, the course fee payable for Certificate II in Sport Coaching is A\$6,824, (\$6,126) (tuition fee) + \$150 (Admin fee) + \$200 (material costs) + \$348 (OSHC). Other charges will be additional.

\* The fees and charges are subject to change

\*\* Cost of text books additional



## 5. HOW TO ENROL

1. Complete the application form with documentary evidence that demonstrate you meet the entry requirements.
2. Attached certified copies of all academic qualifications and required documentation including 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.
3. Send your application form along with the attached documents to the Admissions Office at ACE Tennis Academy or to one of our representative offices.  
ACE Tennis Academy  
P.O. Box 976  
SOUTHPORT, 4215  
QLD, Australia
4. Your application will be acknowledged promptly and you will be notified if your application is accepted.
5. In order to accept the offer of a place it will be necessary to obtain a bank draft made payable to ACE Tennis Academy or alternatively pay a bank transfer for the amount specified for the offered intake.
6. On receipt of payment, your place at ACE Tennis Academy will be confirmed. ACE Tennis 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**

The ACE Tennis Academy will only enroll an overseas student who has completed another relevant course if the ACE Tennis Academy is satisfied that:

- (a) The student has demonstrated a commitment to studies in that previous course; and
  - (b) Had a good attendance record for that course; and
  - (c) Had paid all the fees required for that course.
- (a) At application, students who have previously enrolled in relevant courses must authorise the ACE Tennis Academy to obtain official records and other information about commitment to study, attendance and fee payment history from relevant educational institutions attended by the student.
- (b) Only if the student has good reports in each of these areas will the General Manager approve admission to the course.

## **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 Tennis Academy website ([www.acetennis.com.au](http://www.acetennis.com.au)) and attached to the ACE Tennis 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 Tennis Academy.
2. All notifications of withdrawal from a course, or requests for refunds, must be made in writing to ACE Tennis Academy. Enrolment fees are non-refundable.
3. If an applicant accepts a place offered by ACE Tennis Academy and pays the tuition fees, it means a binding contract is created between the student and ACE Tennis Academy.
4. ACE Tennis 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. In the event that an offer of a place is withdrawn by the Academy on the grounds that 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 Tennis 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 Tennis 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 Tennis 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 Tennis Academy makes no guarantee that such requests will be approved.
9. If a student wishes to defer their admission until a later semester, ACE Tennis 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 commencement, a partial refund of tuition fees will be calculated based upon the date written notification is received by ACE Tennis 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 Tennis 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 Tennis 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 Tennis 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 Tennis 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 Tennis 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.



### ***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.

<b>NOTIFICATION PERIOD</b>	<b>CHARGES</b>
More than 8 weeks before course commencement	\$500
Less than 8 weeks before course commencement	50% of Semester Fee
Less than 4 weeks after course commencement	70% of Semester Fee
More than 4 weeks after course commencement	No refund

These agreements do not remove the right to take further action under Australia's consumer protection laws. ACE Tennis 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.acetennis.com.au](http://www.acetennis.com.au) for current policies.



## 8 Deferral, Leave of Absence, and Transferral

### *Deferral and Leave of Absence Policy*

#### 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 Tennis 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 Tennis Academy.
- ACE Tennis 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

#### Provider Default:

In the unlikely event that the ACE Tennis 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 Tennis 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

Student initiated deferral, suspension or cancellation

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- unavailability of a course
- visa delay
- compassionate and compelling circumstances - these are generally



beyond the control of the student and have an impact on the student's course progress or wellbeing. 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;
- Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- 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)

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 Tennis 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 Tennis Academy will notify the Department of Immigration and Citizenship (DIAC) 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.

### ***Canceling 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 canceling an enrolment may affect your student visa. All students should contact their nearest DIAC 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.

### **Suspension or cancellation of enrolment by ACE Tennis Academy**

ACE Tennis Academy has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to ACE Tennis Academy
- If a student does not maintain satisfactory course progress in accordance with the Academic Progress Policy for international students
- If a student does not maintain satisfactory attendance requirements for international students
- 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 a student did not pay the course fees
- 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 Tennis 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 Tennis Academy will maintain the student's enrolment until the appeals process is complete.

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 Tennis Academy will liaise with the parents or legal guardian to achieve the best possible outcome.

Where ACE Tennis Academy intends to defer, suspend or cancel the enrolment of a student under 18, ACE Tennis 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 Tennis 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, 2007*

### ***Transferral***

#### **Internal Transfer**

1. A student may transfer to another course at ACE Tennis 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.
2. If the student wishes to transfer to another ACE Tennis Academy course, s/he has to apply in writing to the ACE Tennis Academy Academic Manager before the end of the first week of each new term/semester. The ACE Tennis 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

3. Both the student application for the transfer to another ACE Tennis Academy course and the ACE Tennis 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 Tennis Academy computer database.

## **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 Tennis Academy and must be followed by all staff managing enrolments or admissions.

### **Policy**

This Student Transfer Policy and Procedure (the Policy) applies to you if you are a student who is enrolled at ACE Tennis Academy (ACE Tennis 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, you are only entitled to transfer to a course provided by another Registered Provider in the circumstances set out in this Policy. In some circumstances you will not need a release from ACE Tennis Academy in order to transfer.

### **1. When you need to obtain a release from ACE Tennis Academy before you transfer**

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

- ACE Tennis Academy has ceased to be registered as a provider or the course in which you are enrolled has ceased to be registered;
- ACE Tennis 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 Tennis Academy before you can change to a course provided by another Registered Provider. ACE Tennis Academy Refund Policy will determine the extent, if any, to which you are entitled to a refund of tuition fees.

## **2. How to apply for a release**

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

- first consult with ACE Tennis 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 Tennis 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 Tennis 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 Tennis 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 Tennis Academy you must also:
  - provide ACE Tennis 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 Tennis 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.

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

ACE Tennis 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 Tennis Academy considers that there are compassionate grounds for granting your application;
  - ACE Tennis 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 Tennis Academy considers that there are academic grounds for granting your application;
  - ACE Tennis Academy considers that your personal difficulties or educational problems cannot be addressed by its resources; or
  - ACE Tennis Academy considers that it is in your best interests to grant your application.

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

ACE Tennis 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 Tennis Academy in order to transfer to a course provided by another Registered Provider and ACE Tennis Academy considers the other course to be the same, similar or equivalent, except where ACE Tennis Academy considers that exceptional circumstances exist in relation to your welfare;
- Where you have not first met with the ACE Tennis Academy International Liaison Officer and Academic Manager,
- Where ACE Tennis Academy considers that granting a release may adversely affect your welfare;
- Where ACE Tennis Academy considers that the best interests of the student would not be served by granting the request, such as (without limitation) where ACE Tennis 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 Tennis 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 Tennis Academy, the law, the National Code of Practice or any government authority;

- ACE Tennis 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 Tennis 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 Tennis Academy does not consider that your application is supported by sufficient documentary evidence, or you have failed to provide any document that is required by law, a government authority or by the National Code of Practice.

## **5. Assess Process Time frame**

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

## **6. Outcome Notification and Records**

If ACE Tennis Academy grants your application for a release, you will be:

- advised to contact the Department of Immigration and Citizenship (DIAC) to seek advice about student visa requirements;
- sent 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 Tennis Academy Refund Policy.
- If ACE Tennis Academy refuses your application for a release, you will be:
  - provided with written reasons for the refusal; and
  - that the student will be given 20 days to access the Academy's complaints and appeals process. When the appeals process is initiated, ACE Tennis Academy will maintain the student's enrolment until the appeals process is complete. Refer to the Academy Complaint and Appeals Policy for further details.



## 9. Competency Assessment

The courses offered by ACE Tennis 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.

### 1. Definitions

The Competency Standards definitions of assessment is that *“Assessment is the process of collecting evidence and making judgements 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 judgement 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.

### 2. 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.

### 3. Benchmarks

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

### 4. 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 h/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 judgement.

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.



## **10. RECOGNITION OF PRIOR LEARNING**

### **Description of the Policy:**

This policy specifies the ACE Tennis 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.

#### **1. Introduction**

This policy applies to both the Certificate and Diploma level programs offered at ACE Tennis Academy. It does not apply to non award studies.

#### **2. Definitions**

Within this policy, 'prior learning' refers to:

- Formal study undertaken in recognized tertiary institutions in Australia, including universities, colleges, TAFE and other post-secondary education institutions. Overseas institutions will be recognized 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 recognized 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.

#### **3. Principles and Aims**

ACE Tennis 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 recognizing 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.



#### **4. Admission**

Admission to ACE Tennis Academy is based on Academic and English entry requirements as published in the ACE Tennis Academy Prospectus and on the website: <http://www.acetennis.com.au>

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

#### **5. Type of Credit**

##### **Diploma level programs**

Applicants, or students of ACE Tennis 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**

Under the Australian Quality Training Framework, applicants, or students of ACE Tennis 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.

#### **6. Amount of Credit**

Applicants, or students of ACE Tennis 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 Tennis Academy

#### **7. Application of Credit**

##### **7.1. Diploma level programs**

Applications for credit towards the Diploma programs may be submitted in writing using the Credit Transfer Application form to the ACE Tennis 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 Tennis Academy, and must include detailed course outlines or other documentation giving sufficient details of the studies completed to enable the ACE Tennis Academy, 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 position descriptions.

## **7.2. Certificate level programs**

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 Tennis 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.

## **8. 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.

### **8.1 Diploma level programs**

ACE Tennis 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 Tennis Academy. ACE Tennis Academy Credit Transfer Officer may seek the advice of ACE Tennis 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 Tennis Academy Database will be updated.

### **8.2 Certificate level programs**



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 students file.

## **9. Appeals**

### **9.1 Diploma level programs**

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 Tennis 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 Tennis 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 Tennis Academy under the provisions of the Academy's "Policy on Student Grievances and Appeals"

### **9.2 Certificate level programs**

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”.

### ***10 Reporting of Approved Credit***

ACE Tennis Academy is obliged, under section 32 of the ESOS Act (2000) to notify DIAC if an overseas student has been or will be granted credit towards a Certificate or Diploma level program offered by the ACE Tennis Academy which leads to a shortening of the student’s program of study.

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

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

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

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



## **11. 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 Tennis Academy.

### ***1) 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)

### ***2) 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 Tennis 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 utilize 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 Tennis 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.

### **3) Classroom Behaviour**

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

- Demonstrate mutual respect for ACE Tennis 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,
- Avoid all forms of academic misconduct,
- Provide constructive feedback when evaluating courses and lecturers,



- Refrain from activities that might negatively impact on other members of the university community,
- Be aware of their responsibilities within their courses and program of study, and
- Any other rules of classroom behaviour as determined by, and/or negotiated with, their lecturer.

#### **4) *Discrimination and Harassment***

ACE Tennis 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, colour, natural 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 Tennis Academy upholds. All members of the ACE Tennis 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 Tennis 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 victimization.

#### **5) *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.

#### **6) *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 lodgment 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.

### ***7) Discipline***

If it can be shown that students have behaved in a manner that is considered inappropriate, ACE Tennis 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 behavior.



## **12. ACE TENNIS ACADEMY POLICIES**

### **Terms and Conditions**

I (which expression includes the parent/guardian who has signed this contract) hereby apply to enroll in the course commencing as indicated on the Application for Admission form (“the Application”) and agreed that I shall pay to ACE Tennis Academy (“ACE Tennis 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 Tennis 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 authorized officer of ACE Tennis 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 non-attendance which is acceptable to ACE Tennis 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 Tennis Academy under the Contract.
4. All lessons and any material related thereto supplied by ACE Tennis Academy copyright and shall remain the property of ACE Tennis Academy
5. I agree that I am required to use my best endeavours to meet the requirements of an ACE Tennis Academy program selected and to abide by the rules and regulations of ACE Tennis Academy. I understand that if I breach any of ACE Tennis Academy’s rules or my behaviour is deemed unacceptable by ACE Tennis 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 Tennis 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 Tennis 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 Tennis 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 text books. Students will have to purchase these on commencement of the course.



## **13. DISPUTE RESOLUTION POLICY FOR INTERNATIONAL STUDENTS**

### **1. Responsibility and Authority**

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

### **2. 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:

- (a) has been reported by the student to an officer in a member Academy or ACE Tennis Academy; and
- (b) requires action or a response under the policies or regulations of the ACE Tennis Academy.

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

Information contained in this policy statement must be given to students before an agreement 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 Tennis Academy.

#### **2.1 Principles underpinning this policy include:**

- (a) Actions within the process will be undertaken in a timely manner and timelines for responses will be specified at each stage of the process
- (b) Either party (Students 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.
- (c) The process will be as simple as possible and easily accessible to students
- (d) The process will not victimize or discriminate against any student or respondent
- (e) 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 finalize the process as soon as practicable
- (f) Appropriate records of the handling of a grievance/complaint will be kept



- in the student's file and the ACE Tennis Academy Complaints Folder, and treated as confidential, with appropriate access available to involved parties
- (g) Any required arrangements for external independent grievance handling/ dispute resolution will be inexpensive to the student
  - (h) All staffs involved in a complaint or appeal have a duty to observe the principles of procedural fairness (natural justice)
  - (i) If a student chooses to access the ACE Tennis Academy complaints and appeals process, his or her enrolment is maintained with the ACE Tennis Academy while the complaints and appeals process is ongoing
  - (j) 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 Tennis Academy will immediately advise the student of this and implement any decision and/or corrective and preventive action required

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.

## **2.2 Advocacy**

A student and/or the ACE Tennis 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.

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

### **3.1 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 Tennis 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

### **3.2 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 Tennis Academy Complaint Folder

### ***3.3 Reference to the General Manager of the ACE Tennis 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 General Manager of the ACE Tennis 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 will remark 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 Tennis Academy Complaint Folder

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

1. 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.

##### **4.1 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 Tennis 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 Tennis 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.

##### **4.2 Reference to the ACE Tennis Academy Administration Manager**

If the student's concerns relate to ACE Tennis 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 Tennis Academy. The student should put the complaint in writing to the ACE Tennis 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 Tennis 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 Tennis Academy Administration Manager will advise the student in writing of his or her decision:

- (a) setting out the reasons;
- (c) 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;

- (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 Tennis Academy Complaint Folder

#### **4.3 Reference to the General Manager of the ACE Tennis Academy**

If the student's concerns cannot be resolved by the ACE Tennis 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 Tennis 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 Tennis Academy**

Ms Rehana Jafarey-Hall  
ACE Tennis Academy General Manager  
Tel: 07 55946 337  
Mobile: 0417001643  
Email: [rehanajafarey@hotmail.com](mailto:rehanajafarey@hotmail.com)

Mr. Hoshi Mitsuharu  
Tel: 07 55946337  
Mobile: 0414478888  
Email: [info@acetennis.com.au](mailto:info@acetennis.com.au)

#### **5. External Dispute Resolution**

If the student remains dissatisfied with the outcome of the internal complaint handling and appeals process, the ACE Tennis 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:

Level 1 Brisbane Magistrates Court  
363 George Street Brisbane Qld 4000  
Tel: +61 7 3247 5598 or +61 7 3239 6009  
Fax: +61 7 3247 5669  
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 are also able to make representation to the Mediation Committee regarding the matter. Students and/or ACE Tennis 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 Tennis Academy will immediately advise the student of this and implement any decision and/or corrective and preventive action required.

The complainant and ACE Tennis 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 organized by ACE Tennis 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 Tennis 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 Tennis 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.

## **6. 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.

## **14. ATTENDANCE POLICY**

### **1. Overview**

- 1.1. The purpose of this policy is to ensure all ACE Tennis Academy students are managed responsibly and in accordance with the requirements of the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.
- 1.2. The Department of Immigration and Citizenship (DIAC) has the view that if an international student holds a student visa they should be attending class, studying and passing their units within the period stated on their Confirmation of Enrolment (CoE).



## **2. Scope**

- 2.1. This policy applies to ACE Tennis Academy students holding Student Visas enrolled in Diploma or Certificate courses.
- 2.2. This policy covers requirements related to National Code Standard 11 specifically related to attendance of students in class.
- 2.3 This policy will be available on the ACE Tennis Academy website for students and distributed to all ACE Tennis Academy Academic Staff at induction. Administrative staff who provide advice to students will be provided with the policy by their respective supervisors.

## **3. Policy Principles**

- 3.1. Students will be notified where their attendance levels place them at risk of being reported to DIAC for poor attendance. If a student fails to comply with the attendance condition of their visa they may have it cancelled.
- 3.2. Students will have access to a free and fair complaints and appeals process.

## **4. Policy Content**

### **4.1. Attendance**

In order to maintain satisfactory attendance at ACE Tennis Academy, an overseas student who is enrolled must attend at least 80% of the scheduled contact hours for each semester of their program. This attendance percentage is the student's actual attendance in class and excludes approved absences. An approved absence is one which is supported by a medical certificate or other evidence of extenuating circumstances resulting in absence from class.

### **4.2. Attendance Monitoring**

In accordance with Standard 11 of the National Code, ACE Tennis Academy is required to monitor and maintain accurate and up-to-date attendance records for all overseas students enrolled in the Certificate and Diploma level programs. This recording is done on the ACE Tennis Academy database.

These records can be used as evidence that an overseas student has satisfied their visa requirements relating to attendance and may have an influence on the decisions made by DIAC.

Teachers/Trainers mark the roll book every day of the week to record student's attendance. If a student's name does not appear on the class list, the student should be referred to ACE Tennis Academy Administrator who will investigate the matter.



All students can check their attendance regularly by making an appointment with the Administrator. Where a student's percentage falls to 90% they must attend an interview with the Administrator and Academic Manager. Where students require an attendance record for DIAC purposes, they may obtain an official Certificate of Attendance by contacting the Administrator.

#### **4.3. Attendance Warnings**

ACE Tennis Academy will conduct weekly reviews of attendance rates in addition to identifying where students have been absent for more than 3 classes in any given week. Following reconciliation of attendance data against any supporting documents submitted, a student deemed to be, or at risk of, falling below acceptable levels of attendance, will receive a warning outlining possible consequences and requesting for an immediate improvement of her or his attendance. When attendance falls below 90% a student is deemed to be at risk.

If following the warning letter the student continues to maintain an unacceptable attendance percentage, they will be sent the second warning letter asking the student to make an appointment with the Administrator and Academic Manager. The Administrator and Academic Manager will discuss with the student how to improve their attendance.

If following attendance counseling, the student continues to maintain an attendance rate below 90%; the student will receive the final warning letter requesting the student for an immediate improvement and a meeting with Academic Manager.

If following the final warning letter and attendance counseling, her or his attendance rate continues to fall to 80%, the student will receive an 'Intent to Report' letter which clearly instructs the student to make an appointment with the Administrator /Academic Manager within 20 days. Should they wish to appeal the decision to report to DIAC the student may present any additional information or evidence which may alter their attendance rate. When the appeals process is initiated by the student, ACE Tennis Academy will maintain the student's enrolment until the appeals process is complete.

Should the student choose not to appeal or should the appeal not be upheld the student will be reported via PRISM.

All warning and "Intend to Report" letters, documented evidence provided by the student, and the minutes of meetings between the student and Administrator and Academic Manager discussed the student's attendance issues will be recorded and placed in the student's file.

#### **4.4. Reporting to DIAC**

An international student who is deemed non-complaint for Academic



Progress will receive a notice of Intent to Report. 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 Tennis Academy will maintain the student's enrolment until the appeals process is complete.

If following the Intent to Report letter, a student has not initiated an appeal or is unsuccessful; they will be reported to DIAC for poor progress via PRISMS. Once a student is reported for poor progress, ACE Tennis Academy will forward the Non-Compliance Notice to the student's local and overseas addresses.

#### **4.5. Extension of CoE for International Students**

Where a variation in a student's course load has occurred in accordance with this policy and where that variation may affect the student's expected duration of study ACE Tennis Academy will record the variation on the student's file. When the variation results in an extension to the duration of the student's course, a new CoE will be issued and DEST notified of this course extension and the reason via PRISMS.

#### **5. 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, 2007.

#### **6. Duration of Study Policy**

It is ACE Tennis Academy policy to monitor all students' progress through the course to ensure that at all times the student is in the position to complete the course within the expected duration as specified on the student's CoE. Note that the duration of a student's CoE must never exceed the CRICOS registered duration for the course in which the student enrolled.

There is no online or distance study in any ACE Tennis Academy program. At all time during a compulsory study period, a student will therefore be studying all units/ modules/subjects specified in each term/semester of the particular program they enrolled in, at the Academy.

ACE Tennis Academy will only extend the duration of a student's study if the conditions specified in Standard 9 of the National Code 2007 are clearly met.

#### **Procedure**

Academic results are recorded for all compulsory assessments according to the procedures determined for the particular program.

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

A student's study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the CoE as a result of:

1. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where ANBI was unable to offer a prerequisite unit) with documented evidence provided to the ACE Tennis Academy
2. an intervention strategy has been implemented to assist the student to successfully complete the course of study (refer to ACE Tennis Academy Academic Progress Policy which is available on the Academy's website: [www.acetennis.com.au](http://www.acetennis.com.au))
3. an approved deferment or suspension has been granted under Standard 13 (refer to ACE Tennis Academy Deferral, Suspension and Cancellation Policy).

ACE Tennis Academy will report to DIAC and DEST any changes to a student's enrolment status, course enrolment, and including discontinuation from a course or ACE Tennis Academy via PRISMS.

Should the student not complete within the course duration timeframe, the student will need to seek an extension of their visa from DIAC. The decision on whether to grant a student visa extension will be made by DIAC and cannot be guaranteed by ACE Tennis Academy.

## **7. Progress Policy**

### **1. Overview**

- 1.1 The purpose of this policy is to ensure ACE Tennis Academy students are managed responsibly and in accordance with the requirements of the ESOS Act 2000 and specifically Standard 10 in the National Code 2007.
- 1.2 The Department of Immigration and Citizenship (DIAC) states that if an international student holds a student visa they should be attending class, studying and passing their units within the period stated on their Confirmation of Enrolment (CoE).

### **2. Definitions**

*Course progress:* The measure of advancement within a course towards its completion.

*Unit:* A discrete component of study within a course.



*Non Compliance:* The failure or refusal to abide by the conditions of a Student Visa

*Intent to Report:* Communication advising student of the appeals process and what action needs to be taken.

*At Risk:* Any student who fails a unit in their course may be at risk of not completing their course within its expected duration. At risk students will be subject to an intervention strategy outlined in this policy.

### **3. Policy Principles**

3.1 Monitoring student progress allows for identification of those students who might be at risk of not completing their course within the duration of study of their CoE and allows for intervention strategies to be implemented.

### **4. Policy Content**

4.1 ACE Tennis Academy monitors, records and assesses the progress of each student in each unit of the course in which the student is enrolled

### **5. Progress Monitoring**

5.1. During the semester/term the academic progress of each student is monitored and assessed by trainers/lecturers and/or unit coordinator of each class.

5.2 Where a trainer/lecturer becomes aware that a student might be at risk of failing a unit, s/he is required to inform the ACE Tennis Academy Academic Manager in writing for action.

5.3 On receipt of a report from a trainer/lecturer that a student might be at risk of failing a unit, the Academic Manager will meet with the trainer/lecturer to establish what measures can be put in place to help the student improve his/her performance. The student will be offered assistances to help them improve his/her academic performance.

### **6. Progress Assessment:**

6.1 Academic Progress is assessed on the basis of a student's performance in a semester/term of study, but also takes into account his/her overall performance to date in the course in which s/he is currently enrolled. Progress warnings are applied to a student's course attempt and are also applied to further courses should the student transfer. Where a student is non-compliant a request for course change may be considered as a supporting factor, during a students' appeal process.

6.2 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.

6.3 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.

- 6.4 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.

## **7. 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.



## PROGRESS AND INTERVENTION TABLE

	Academic Progress Outcome in a given term/semester	Intervention Type	Intervention Description
4.5	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.
4.6	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.
4.7	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.
4.8	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.
4.9	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.

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



## **15. CARE ARRANGEMENTS FOR STUDENTS UNDER 18 YEARS OF AGE**

### ***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 Tennis Academy (ACE Tennis Academy). This policy is designed to ensure that ACE Tennis Academy and all International students comply with both the Education (Overseas Student) Regulations, and the Department of Immigration and Citizenship (DIAC) 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 Tennis 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.

### ***1. Government Regulations***

International students' study in Australia is regulated by Federal and State Government law, as well as industry codes to which ACE Tennis Academy subscribes.

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 Tennis 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 Tennis 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 Tennis Academy must not leave 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 DIAC 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.

## ***2. 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, step-parent, step-brother, step-sister, grandparent, aunt, uncle, niece or nephew, step-grandparent, step-aunt, step-uncle, step-niece or step-nephew.

## ***3. ACE Tennis Academy Approved Care Arrangements***

At the time of application, all international students under 18 years of age will be required to demonstrate to ACE Tennis 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 Tennis Academy.

## ***4. 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 Tennis Academy.

## ***5. Living with a Relative aged at least 21 years***

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 them complete and return the "Living Arrangements for Under 18 Students' form to ACE Tennis Academy.

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

## ***6. 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 Tennis Academy. Where Ace Tennis Academy approves the arrangement for under-18 students, it will nominate two dates:

- (1) when The Ace Tennis Academy has elected to begin taking responsibility;  
and
- (2) when the Ace Tennis 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 DIAC provisions for appropriate welfare arrangements.

The Ace Tennis 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 Tennis 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 Tennis Academy will:

- a) nominate the dates for which the Ace Tennis 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 DIAC 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 DIAC 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 Tennis Academy.

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

Once approved accommodation has been organized, ACE Tennis Academy will provide an undertaking to the Department of Immigration and Citizenship (DIAC) that suitable accommodation and general welfare arrangements have been made for the student while they are in Australia. These arrangements must be maintained.



## **7. 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 DIAC.

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 Tennis 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 DIAC of the change.

## **8. 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 Tennis 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.

## **9. 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 DIAC or ACE Tennis Academy for the duration of their studies with ACE Tennis 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 DIAC or ACE Tennis Academy, or
- do not comply with the guidelines that have been set out by ACE Tennis Academy.

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



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