



NATIONALLY RECOGNISED
TRAINING



GOLD COAST

STUDENT HANDBOOK

2010

COURSE INFORMATION:

SRO20106 Certificate II in Sport & Recreation
SRS20306 Certificate II in Sport (Coaching)
SRS50506 Diploma of Sport (Development)

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Welcome to ACE Tennis Academy

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

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

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

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

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

Ms. Rehana Jafarey-Hall
and Mr. Mitsuharu Hoshi
Directors, ACE Tennis Academy
January, 2010

Mission Statement

At ACE Tennis Academy, playing hard and training hard is a way of living when you want to reach your goals. At ACE Tennis Academy we make players' success our commitment. Our goals are to continuously grow and enjoy tennis together with our players to develop them to the best of their abilities. More than winning, more than just playing well is the feeling that we are getting better with our effort, and that is the shortest way to success.



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QUALITY POLICY

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

Our quality system is based on the requirements of the 2005 Australian Quality Training Framework Standards for Registered Training Organisations, The Vocational, Education, Training and Employment Act 2000, the Vocational Education, Training and Employment Regulations 2000, and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation. Other Acts that may impact on ACE Tennis Academy's delivery of training and assessment are listed in the organisation's Code of Practice.

Our quality objectives are to:

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

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

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

ACE Tennis Academy has designated the Director to hold defined responsibility and authority to:

- i. Ensure that ACE Tennis Academy complies with the *Standards for Registered Training Organisations* across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;
- ii. Ensure that ACE Tennis Academy provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit;
- iii. Report to the Chief Executives of ACE Tennis Academy's compliance with the *Standards for Registered Training Organisations*, for review and as a basis for improvement;
- iv. Apply to the State or Territory registering body that has registered it for any extension to scope of registration;



- v. Provide details, upon the request of the State or Territory registering body that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia;
- vi. Advise the State or Territory registering body that has registered it that ACE Tennis Academy has commenced operations in any other State or Territory within 21 days of commencing the interstate operations; and
- vii. Provide the State or Territory registering body that has registered it with accurate and timely information regarding registration and compliance (including major changes to ACE Tennis Academy's system or staffing profile, relocation of ACE Tennis Academy, financial difficulties and transfer of client records).
- viii. Maintain a current scope of registration and ensure that ACE Tennis Academy delivers the most current and up to date training products.
- ix. Ensure that ACE Tennis Academy have current endorsed or accredited training products on their scope of registration at all times.
- x. Ensure that the scope of registration remains up to date at all times by applying for registration for another accredited course or training package which has current accreditation or endorsement if the accreditation of a course delivered by ACE Tennis Academy expires or a training package delivered by ACE Tennis Academy becomes superseded.
- xi. Ensure that where ACE Tennis Academy delivers an accredited course or qualification, that ACE Tennis Academy upgrade to qualifications and competencies within a corresponding national training package within six months and no later than twelve months of one being endorsed and available.
- xii. Ensure that ACE Tennis Academy upgrades to any revised edition of a training package in line with the training package requirements and transitional arrangements as directed by the Training and Employment Recognition Council.
- xiii. Ensure that ACE Tennis Academy transition to training package qualifications within six months and no later than twelve months of the publication of any relevant new training package in accordance national vocational education and training policy.
- xiv. Ensure that ACE Tennis Academy maintain current training package qualifications by monitoring the review of any relevant Training Packages and when a package is reviewed, endorsed and released, and the original package becomes superseded, implement the reviewed training package within six months and no later than twelve months of the date of its release and publication by Australian Training Products.



- xv. Ensure that when ACE Tennis Academy applies for registration for any course or qualification, that the application is for the most up to date and current qualification or course.

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

- i. Ensure that the RTO complies with its financial management policies;
- ii. Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement; and
- iii. When requested, provide the State or Territory registering body that has registered it with a formal assurance that ACE Tennis Academy has sound financial management standards for matters related to ACE Tennis Academy's scope of registration and scale of operations.



CODE OF PRACTICE

As a Registered Training Organisation, ACE Tennis Academy has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

Legislative Requirements

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

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

Plus various Codes of Conduct related to specific sports

Access and Equity

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

Quality Management Focus

ACE Tennis Academy has a commitment to providing a quality service and a focus on continuous improvement using the Australian Quality Training Framework Standards. We value feedback from students, staff, employers and all other relevant stakeholders for incorporation into future programs.

External Audit

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



Client Service

We have sound management practices to ensure effective client service. In particular ACE Tennis Academy has client service standards, in accordance with AQTF guidelines, to ensure:

- The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a Recognition of Prior Learning Policy
- A fair and equitable Refund Policy
- A Complaint Policy
- An Appeal Policy
- An Access, Equity and Diversity Policy and student welfare and guidance services.
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

Management and Administration

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

Marketing and Advertising

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

Training and Assessment Standards

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

International Students

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

Sanctions

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



ACCESS, EQUITY AND DIVERSITY POLICY

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

To achieve these aims ACE Tennis Academy will:

- Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups, in particular priority VET program target groups as identified by the Department of Education, Training & the Arts;
- Ensure access and equity issues are considered during curriculum development;
- Ensure the requirements of individual learners are accounted for in the strategic and operational planning processes;
- Provide learners with the opportunity to be involved in the planning and decision making processes on matters that affect them;
- Provide training programs and services that are accessible to all people in an environment that is free from harassment;
- Seek to provide access to a broad range of high quality support services that account for the diversity of clients and the needs of people under-represented in VET;
- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals;
- Provide access to staff development to assist facilitators who deliver courses to under represented groups.

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

- Disability Discrimination Act (1992) Commonwealth
- Sex Discrimination Act (1984) Commonwealth
- Racial Discrimination Act (1975) Commonwealth
- National Strategy for the Education of Aboriginal & Torres Strait Islander People 1996 - 2002
- Anti Discrimination Act (1991) Queensland
- Multicultural Queensland Policy (1998)



Equity

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

- that it is common for people to identify with more than one equity group;
- of the differences within and between equity groups;
- that each equity group does not experience the same type of disadvantage; and
- there remain many common systemic barriers for equity groups.

Diversity

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

- prior educational experience
- cultural diversity
- language and / or learning styles
- goals and expectations
- motivation
- work and social experiences
- gender
- values and beliefs
- religion
- income
- age
- geographic location

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

- women
- Indigenous Australian peoples
- people with a disability
- people from non-English speaking backgrounds
- people with English literacy and numeracy needs
- residents of rural and remote communities

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

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

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of ACE Tennis Academy’s planning and operations.



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

- resource allocation;
- support personnel;
- staff training;
- curriculum product development and delivery;
- marketing and promotion; and
- research

ACE Tennis Academy will monitor and review its equity performance in order to:

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



COURSE ADMISSION POLICY

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

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

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

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

ISSUING QUALIFICATIONS POLICY

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

NATIONAL RECOGNITION POLICY

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

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



CREDIT POLICY

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

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

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

FEES

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

REFUND POLICY

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

A full refund of enrolment fees will be made if a face-to-face course is cancelled by Ace Tennis Academy for any reason. An application for refund of course fees under any other circumstance must be made in writing to Ace Tennis Academy. An eighty five percent (85%) refund is available up to ten working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a fifteen percent (15%) administration fee.

No refund is available where cancellation is made less than ten (10) working days prior to the commencement of a course. However participants will be provided with an option to transfer to a course being offered at an alternate time.

No refund is available where participants leave prior to completing the course. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time initial payment is made.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Ace Tennis Academy.

In all other cases, refunds are at the discretion of the Director, Ace Tennis Academy and may be negotiated on an individual case-by-case basis

RECOGNITION OF PRIOR LEARNING POLICY

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

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

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

Unsuccessful applicants have the right to formally appeal the RPL assessment, through the institute academic appeals process.

Read ALL of this information carefully to ensure you understand the RPL procedure

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning is a means of measuring skills acquired through work or life experiences or through qualifications obtained from formal studies or training.

Benefits

If your RPL application is successful you may:

- Finish your course earlier
- Reduce your study load

How to apply

Step 1

- Discuss your RPL potential with the course co-ordinator.
- Obtain a RPL Application Form, and Guide to Completing a RPL Application from the ACE Tennis Academy Office.

Step 2

- Read the units of competency, that you are seeking recognition for, very carefully.
- Match your prior learning to the unit performance outcomes. If you have difficulties with this, contact the course co-ordinator.
- Obtain evidence to support your application e.g. letters of validation from your employer, past academic results, etc. Guidelines for preparing your portfolio of evidence will be provided with the RPL application form.

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

Step 3

- Complete the RPL Application and attach your evidence.



Step 4

- Lodge the forms with the ACE Tennis Academy Administration Manager.

Step 5

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

RPL interview

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

- The assessor will outline the process.
- You will be questioned about your previous work experience, training, education, hobbies and interests.
- Interviews may include a 'challenge test'.
- If you do not understand any of the questions, ask the assessor for an explanation.
- After the interview a recommendation will be made to the Director of the ACE Tennis Academy for a decision on your RPL application.

RPL decisions

1. Request granted

- Application accepted and prior learning recognised.
- Study requirements may be reduced if this decision is made.

2. Request for partial exemption granted

- Your prior learning does not totally match the competency content in the course.
- You may be required to complete an assignment, or undertake alternative study to gain recognition for the complete unit of competency.

3. Request denied

- Your prior learning has not been recognised as relevant to the course.
- The usual study requirements of the course must be completed.

RPL notification

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

RPL appeal process

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

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

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

RPL fee

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



COMPLAINTS AND APPEALS PROCEDURES

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

APPEAL PROCESS

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

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

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

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



COMPLAINT PROCEDURE

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

1. In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If the matter is not resolved to the satisfaction of both parties, a request must be made to ACE Tennis Academy, in writing, for a facilitator who has not been involved in the complaint, to review the complaint and have the matter resolved.
3. If the participant is still dissatisfied, a written notice of complaint may be lodged with ACE Tennis Academy requesting an independent review by an external consultant, or appropriate body.
 - A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.
 - A complaint can be forwarded directly to ACE Tennis Academy's Administration Manager by telephone on (07) 5594 6337.
 - Any complaint received by the Administration Manager or made directly to ACE Tennis Academy office, will be written into the Improvement Log by the Administration Manager.
 - Where possible the complaint will be dealt with immediately by the Administration Manager. In all other cases the complaint will be referred to the RTO Director.
 - All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.
 - Any substantiated complaint will be acted upon. All complaints will be recorded on an Improvement Log for Management Review follow up at the next meeting. Improvement Logs will be dealt with as detailed in the improvement procedure.
4. **EXTERNAL CONSULTANT APPEALS**
 - Mutual agreement is to be reached between ACE Tennis Academy and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course. There are six Dispute Resolution Centres throughout Queensland.
For Brisbane call:+6 7 3247 5598 or Toll Free No:1800 017 288
 - Where participants wish to use an external consultant who is not approved by ACE Tennis Academy they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.



5. APPEAL DECISIONS

- All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

RECORDS MANAGEMENT

Privacy and personal information protection in ACE Tennis Academy

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

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

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

Access to Records

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

Only authorised personnel within ACE Tennis Academy may access student records. Trainers and Assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records. Administration staff access student records to ensure records are maintained and up to date as required (eg when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information). The Director, Administration Manager, and DETA auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required ACE Tennis Academy policies and procedures. All authorised personnel are required to ensure information is kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

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



ANTI-DISCRIMINATION & SEXUAL HARASSMENT POLICY

Anti-Discrimination

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

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

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

Sexual Harassment

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

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

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

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



What is Discrimination?

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

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

What is Sexual Harassment?

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

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

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

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

There is not onus on the person being harassed to say he/she finds the conduct objectionable. Many people find it difficult to speak up. All students are responsible for their own behaviour. If you think the behaviour may offend, then don’t do it.

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

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

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



What to do if you are Discriminated Against or Sexually Harassed

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don't let harassment interfere with your life. If you are being harassed seek help immediately.

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

You may:

- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to one of the staff from ACE Tennis Academy.

Or

- Make a complaint under Anti-Discrimination Legislation to the Queensland Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:

Telephone state-wide 1300 130 670 or TTY 1300 130 680

Level 1

189 Coronation Drive (cnr Cribb Street) Milton

P O Box 2122, Milton Q 4064 or Brisbane DX 44037

Fax: (07) 3247 0960

HEALTH & SAFETY POLICY

Workplace Health & Safety Responsibilities:

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

- Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course being run by ACE Tennis Academy.
- Students **MUST** carry out safety directions given by members of ACE Tennis Academy;
- Students **MUST NOT** wilfully or recklessly interfere with anything provided in the interests of health and safety at ACE Tennis Academy.

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



STUDENT SUPPORT SERVICES POLICY

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

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

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

Details of participant support services available for our courses are outlined in this ‘Student Handbook’, or can be obtained by contacting our office on (07) 5594 6337.. Advice for course facilitators regarding the procedure for accessing support services is provided in Procedures for Student Information.

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

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

Adult English Language, Literacy and Numeracy:

TAFE Queensland.Language & Literacy Services

Phone: 3234 1666. Or contact your nearest TAFE Institute.

TAFE Literacy & Numeracy Support Centers:	Telephone
Gold Coast Campus- Southport	07 5581 8327
Coolangatta	07 5506 9116
Bundall	07 55 818 391
Brisbane Institute of TAFE	38267777 (LL&N)
Logan Institute of TAFE	38267777 (LL&N)
Southbank Institute of TAFE	32445000
TAFE Queensland Language & Literacy Services	32341666



Learning Disability:

SPELD

Phone: 3262 9844

The Independent Living Centre

Phone: 3397 1224

Dyslexia Association of Brisbane

Phone: 3846 1559

Deaf and Hearing Impaired:

Queensland Deaf Society.

Phone (07) 3356 8255 or

Sign On Phone: 3391 5677

Vision Impairment:

Queensland Blind Association

Phone: 3848 8888

Queensland Foundation for the Blind

Phone: 3391 0277

Vision Queensland

Phone: 3391 3686

Physical Impairment:

The Independent Living Centre

Phone: 3397 1224

Headway;

Australian Quadriplegic Association (AQA);

Queensland Spastic Welfare League –

Equipment Technology Services

Telephone (07) 3865 4377

Intellectual Impairment:

The Independent Living Centre

Phone: 3397 1224

Psychiatric Difficulty:

Mental Health Information and Support

Phone: 3358 4988

Queensland Health

Mental Health Unit

Phone: 3234 0680

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



STUDENT RULES

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

When you sign your enrolment form, you agree to follow ACE Tennis Academy Student Rules.

STUDENT RIGHTS AND RESPONSIBILITIES

Change of Personal Details

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

Mobile Phones and Pagers

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

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

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

Drugs, Alcohol and Articles Considered Dangerous

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

Examinations / Course Assessments and Results

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



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

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

Cheating

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

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



MISCONDUCT

Misconduct of a Student/Trainee is any behaviour which:

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

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

Vandalism / Theft

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

Safety / Hygiene:

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

Failure to Comply With Directions:

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

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:

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

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of ACE Tennis Academy
- Intoxicated and disorderly on premises under the control of ACE Tennis Academy
- Engaging in the taking or selling of drugs



Weapons:

- Carried a weapon on their person on premises under the control of ACE Tennis Academy
- Used an object as a weapon to threaten or intimidate another person on premises under the control of ACE Tennis Academy

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

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

1. Wilfully obstructing or disrupting any ACE Tennis Academy meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging, or wrongfully dealing with, any ACE Tennis Academy property or the property within premises under the control of ACE Tennis Academy personnel
5. Assaulting or attempting to assault any person within ACE Tennis Academy
6. Drunken and disorderly behaviour on premises under the control of ACE Tennis Academy
7. Cheating and plagiarism
8. Making a false representation as to a matter affecting student/trainee status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on ACE Tennis Academy operations
11. Possession of prohibited or dangerous articles
12. Breaching Workplace Health & Safety responsibilities



DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct:

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

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

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

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

If the student has acted in, or engaged in any **‘Serious Misconduct’** the following steps shall be taken:

1. The student / trainee shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the Training Manager immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Training Manager.
4. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Training Manager, the person issuing the



disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

5. The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
6. The Manager shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge
 - Reprimand and warn the student/trainee against repetition of the breach of discipline
 - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove Academic Privilege



COURSE OVERVIEW

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

- **SRS20306 Certificate II in Sport (Coaching)**
- **SRO20106 Certificate II in Sport & Recreation**
- **SRS50506 Diploma of Sport (Development)**

Course Structure: SRS20306 Certificate II in Sport (Coaching)

The Certificate II in Sport (Coaching) requires completion of seventeen (17) units of competency. The units are made up from:

- **5 Core** (which are mandatory),
- **5 Steam**
- **1 Specialisation** and
- **6 Electives**

The table below provides an example of the Certificate II in Sport (Coaching) offered by ACE Tennis Academy:

UNIT CODE	UNIT NAME	Core/Stream/ Elective
BSBCMN202A	Organise and complete daily work activities	Core
SRXFAD001A	Provide first aid	Core
SRXGCSO02A	Deal with client feedback	Core
SRXINU001A	Develop knowledge of the sport and recreation industry	Core
SRXOHS001B	Follow defined Occupational Health and Safety Policies and Procedures	Core
SRSCGP001A	Operate in accord with accepted coaching practices, styles and legal and ethical responsibilities	Stream
SRSOGP002A	Apply rules and regulations to conduct games and competitions	Stream
SRXCAI001B	Assist in preparing sport and recreation sessions for participants	Stream
SRXCAI002B	Assist in conducting sport and recreation sessions for participants	Stream
SRXCAI003B	Provide equipment for activities	Stream
BSBCMN212A	Handle Mail	Elective
SRXFAC001B	Maintain equipment for activities	Elective
SRXFAC002B	Maintain sport and recreational facilities	Elective
SRSSPA008A	Develop and maintain volunteer participation	Elective
SRSSPA009A	Develop practices to conduct effective club management	Elective
SRSSPT001A	Implement injury prevention and apply basic sports first aid	Elective
SRSTNS001A	Assist in conducting safe tennis activities for beginner players	Specialisation



The Certificate II in Sport (Coaching) – Time table:

The **Certificate II in Sport (Coaching)** will be delivered over a maximum period of 35 weeks. The course will be delivered over 3 terms, each of 10-8 weeks duration. Training will be structured to enable students to complete up to a maximum of 20 hours of study a week. This will include face to face lectures and practical training sessions and self study / practice time.

The Certificate II in Sport (Coaching) – Entry requirements:

Learners/coaches wishing to undertake this qualification should be established coaches and /or participants in the sport in which they are seeking a qualification. However, this course will also be suitable for those learners who are interested in taking the first steps towards a career in the sports coaching industry and who don't have any previous experience.

The Certificate II in Sport (Coaching) – Training Outcomes:

On successful completion of this qualification graduates can gain employment as:

- Assistant tennis coaches,
- workers within sport and recreation organisations, or
- go on to further study Eg: Certificate III or IV in Sport (Coaching)

The Certificate II in Sport (Coaching): Cost of the Course

Fees for the Certificate II in Sport (Coaching) are \$7,024 for a full time course.

Qualification

On successful completion of all seventeen (17) units, students will be issued a Nationally Recognised Qualification. SRS20306- Certificate II in Sport (Coaching)

Course Structure: SRO20106 – Certificate II in Sport and Recreation

The Certificate II in Sport and Recreation requires completion of nineteen (19) units of competency. The units are made up from:

- **5 Core** (which are mandatory),
- **1 Specialisation Stream** (9 units) and
- **5 Electives**

The table below provides an example of the Certificate II in Sport and Recreation offered by ACE Tennis Academy:

UNIT CODE	UNIT NAME	Core/Stream/ Elective
BSBCMN202A	Organise and complete daily work activities	Core
SRXFAD001A	Provide first aid	Core
SRXGCS002A	Deal with client feedback	Core
SRXINU001A	Develop knowledge of the sport and recreation industry	Core
SRXOHS001B	Follow defined Occupational Health and Safety Policies and Procedures	Core
BSBCMN025A	Use business technology	Specialisation
BSBCMN206A	Process and maintain workplace information	Specialisation
BSBCMN207A	Prepare and process financial / business documents	Specialisation
BSBCMN212A	Handle mail	Specialisation
SRXFAC001B	Maintain equipment for activities	Specialisation
SRXFAC002B	Maintain sport and recreation facilities	Specialisation
THHGCS02B	Promote products and services to clients	Specialisation
THTSMA01B	Coordinate the production of brochures and marketing materials	Specialisation
THTSMA02B	Create a promotional display	Specialisation
SRXCAI001B	Assist in preparing sport and recreation sessions for participants	Elective
SRXCAI002B	Assist in conducting sport and recreation sessions for participants	Elective
SRXCAI003B	Provide equipment for activities	Elective
SRSSPT001A	Implement injury prevention and apply basic sports first aid	Elective
SRSTNS001A	Assist in conducting safe tennis activities for beginner players	Elective

The Certificate II in Sport and Recreation – Time table:

The **Certificate II in Sport and Recreation** will be delivered over a maximum period of 34 weeks. The course will be delivered over 3 terms per year, each of 10-8 weeks duration. Training will be structured to enable students to complete up to a maximum of 20 hours of study a week. This will include face to face lectures and practical training sessions and self study / practice time.



Certificate II in Sport and Recreation: Entry requirements

This course is suitable for those learners who are interested in taking the first steps towards a career in the sport and recreation industry in general administration / hospitality or retail and or the coaching industry. Learners do not need to have any previous experience of either.

Certificate II in Sport and Recreation: Training Outcomes

On successful completion of Certificate II in Sport and Recreation graduates can gain employment in areas within sport and recreation organisations such as:

- the PCYC
- local sporting facilities/clubs, or
- go on to further study Eg: Certificate III or IV in Sport and Recreation

The Certificate II in Sport and Recreation: Cost of the Course

Fees for the Certificate II in Sport and Recreation are \$6,824 for a full time course.

Qualification

On successful completion of all nineteen (19) units, students will be issued a Nationally Recognised Qualification for: SRO20106-Certificate II in Sport and Recreation.

Assessment at Certificate II level

The structured assessment process is designed to meet the needs of each individual participant within the requirements of the unit of competency and the respective Performance Criteria.

Assessment will be conducted using a variety of methods including:

- practical demonstrations / role play
- written responses to questions
- observation
- workbook
- oral questioning

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) on non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed** twice, without incurring any additional fees.



Course Structure: SRS50506 – Diploma of Sport (Development).

The Diploma of Sport (Development) requires completion of **thirty-four (34)** units of competency. The units are made up from:

- **9 Core** (which are mandatory),
- **16 Steam**
- **9 Electives**

The table below provides an example of the Diploma of Sport (Development) by ACE Tennis Academy:

UNIT CODE	UNIT NAME	Core/Stream/ Elective
BSBADM502A	Manage Meetings	Core
BSBFLM404A	Lead work teams	Core
ICAITU126B	Use advanced features of computer applications	Core
SRXGCSS07A	Determine needs of client populations	Core
SRXINU004A	Promote compliance with laws and legal principles	Core
SRXINU005A	Manage culture and education to expand participation in a leisure and recreation service	Core
SRXOGN002A	Manage Projects	Core
SRXOHS003B	Establish, maintain and evaluate the organisation's Occupational Health and Safety system	Core
SRXRIK002A	Manage an organisation's risk	Core
SRSCGP004A	Provide information about the fundamental principles of eating for peak performance	Stream
SRSCGP009A	Work with officials	Stream
SRSCGP010A	Provide information regarding drugs in sport issues	Stream
SRSCGP011A	Support athletes to adopt the principles of sports psychology	Stream
SRSCGP012A	Support athletes to adopt the principles of eating for peak performance	Stream
SRSCGP013A	Monitor coach welfare	Stream
SRSCGP014A	Implement recovery programs	Stream
SRSOGP007A	Evaluate, analyse and modify the conduct and outcomes of officiating to improve performance	Stream
SRSOGP008A	Manage conflict related to officiating	Stream
SRSOGP009A	Plan, Implement and evaluate a fitness and recovery program for officials	Stream
SRSSPT003B	Implement sports first aid procedures and apply sports first aid	Stream
SRXCAI008B	Plan and prepare an individualised long- term training program	Stream

UNIT CODE	UNIT NAME	Core/Stream/ Elective
SRXCAI009B	Conduct, monitor and adjust individualised long- term training programs	Stream
SRXCAI010B	Evaluate, analyse and modify long-term and/or high performance individualised training programs	Stream
SRXGRO001A	Facilitate a group	Stream



SRXGRO002A	Deal with conflict	Stream
SRSCOP015B	Prepare a public speaking presentation for informative, motivational and persuasive talks	Elective
SRSCOP018B	Develop advanced assertive communication skills	Elective
SRSCOP019B	Prepare a sponsorship proposal	Elective
SRSCOP020B	Develop a personal financial plan	Elective
SRSCOP021B	Collect information on contracts	Elective
SRSCOP024B	Prepare for an overseas sporting event	Elective
SRSSPA001A	Coordinate touring athletes (regional)	Elective
SRSSPA002A	Coordinate touring athletes (international)	Elective
SRSSPA007A	Coordinate the administration of teams or groups within a club or organisation	Elective

The Diploma of Sport (Development) – Time table:

The **Diploma of Sport (Development)** will be delivered over a maximum period of 12 months. The course will be delivered over 4 terms per year, each of 10 weeks duration; over a period of one year. Initially the course will be structured to enable students to complete up to a maximum of 20 hours of study a week full-time, but in the future, a part-time course may also be offered.

Delivery includes face to face lectures and practical training sessions and self study / practice time

Diploma of Sport (Development): Entry requirements

Learners / coaches wishing to undertake this qualification should be established coaches and or officials and or participants in a sport. Student must have completed year 12 or its equivalent. Mature age entry is available where you are judged to have appropriate maturity or experience, but do not meet the academic requirements.

Diploma of Sport (Development): Training Outcomes

On successful completion of the Diploma of Sport (Development) graduates can gain employment as:

- A Head Coach,
- work within sport and recreation organisations, or
- go on to further study a sports degree at university

Diploma of Sport (Development): Cost of the Course

Fees for the Diploma of Sport (Development) are \$10,448 for one year's full time study.

Qualification

On successful completion of all thirty four (34) units, students will be issued a Nationally Recognised Qualification: **SRS50506 Diploma of Sport (Development)**



Assessment at Diploma level

The structured assessment process is designed to meet the needs of each individual participant within the requirements of the unit of competency and the respective Performance Criteria.

Assessment will be conducted using a variety of methods including:

- practical demonstrations of skills including conducting interviews
- written assignments involving preparation and presentation of reports
- observation and questioning
- research projects

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) on non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed** twice, without incurring any additional fees.

Recognition of Prior Learning

For those students seeking **RPL**, cost is based on a 'per Unit of Competency' basis. Please contact your facilitator to further application information. Please refer to information on page 12 about how to apply for RPL.

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

Please don't hesitate to contact the ACE Tennis Academy office for information about the courses we offer.



Note:

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

I have read the information contained in ACE Tennis Academy Student Handbook. I am aware that further detailed information relating to ACE Tennis Academy services policies, procedures and best practice guidelines is available on request.

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

Signed: _____ Dated: _____

Name (please print):

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

**Enrolment Officer
ACE Tennis Academy
P.O. BOX 976
Southport, Qld. Australia 4215**

**ACE Tennis Academy
C/-Parkwood International Golf Course,
76 – 122 Napper Road,
Parkwood Queensland 4214
Telephone: (07) 5594 6337
Fax: (07) 5594 6732**



RELEVANT ACTS & LEGISLATION THAT MAY BE ADDRESSED DURING TRAINING

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

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

- Queensland Department of **Local Government, Planning, Sport and Recreation**

<http://www.dlgspr.qld.gov.au/?id=22>

- Queensland Academy of Sport

http://www.qasport.qld.gov.au/about/queensland_academy_of_sport.cfm

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

[Queensland Sport and Athletics Centre](#)

[Sport and Recreation Queensland](#) <http://www.srq.qld.gov.au/>

[Australian Sports Commission](#)

[Australian Institute of Sport](#)

[Australian Sports Anti-Doping Authority](#)

Other State Sporting Academies and Institutes

[New South Wales Institute of Sport](#)

[Victorian Institute of Sport](#)

[Western Australian Institute of Sport](#)

[South Australian Sports Institute](#)

[Tasmanian Institute of Sport](#)

[ACT Academy of Sport](#)

[Northern Territory Institute of Sport](#)

State and National Sporting Organisations for QAS Sports

Athletics

[Queensland Athletics](#)

[Athletics Australia](#)

Baseball

[Baseball Queensland](#)

[Australian Baseball Federation](#)

Basketball

[Basketball Queensland](#)

[Basketball Australia](#)



Canoeing

[Queensland Canoeing](#)

[Australian Canoeing](#)

Cricket

[Queensland Cricket](#)

[Cricket Australia](#)

Cycling

[Cycling Queensland](#)

[Australian Cycling](#)

Football

[Football Queensland](#)

[Football Federation Australia](#)

Golf

[Queensland Golf Union](#)

[Women's Golf Queensland](#)

[Australian Golf Union](#)

[Women's Golf Australia](#)

Gymnastics

[Gymnastics Queensland](#)

[Gymnastics Australia](#)

Hockey

[Hockey Queensland](#)

[Hockey Australia](#)

Netball

[Netball Queensland](#)

[Netball Australia](#)

Rowing

[Rowing Queensland](#)

[Rowing Australia](#)

Rugby League

[Queensland Rugby League](#)

[Australian Rugby League](#)

Rugby Union

[Queensland Rugby Union](#)

[Australian Rugby Union](#)

Softball

[Softball Queensland](#)

[Softball Australia](#)

Swimming

[Queensland Swimming](#)

[Australian Swimming](#)

Tennis

[Tennis Queensland](#)

[Tennis Australia](#)

Triathlon

[Triathlon Queensland](#)

[Triathlon Australia](#)

Volleyball

[Queensland Volleyball Association](#)

[Australian Volleyball Federation](#)



Water Polo

[Water Polo Queensland](#)

[Water Polo Australia](#)

- AFL Coaches Code of Conduct

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

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

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

- Football Queensland – anti doping risk management etc

http://www.footballqueensland.com.au/index.php?option=com_docman&task=cat_view&gid=54&Itemid=41

- Fitness Industry

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

- Horse riding trails

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

- Golf

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

- Rugby union Code of Conduct

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

- Rugby league Code of Conduct

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