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INTERNATIONAL STUDENT HANDBOOK



Welcome to The Eagle Academy – Why would you study anywhere else?

From the Director

Welcome to the Eagle family. As you will see on the following pages, The Eagle Academy is Australia's best choice if you are seeking quality education and training at an affordable price.

Our aim is to provide the highest quality of teaching, in quality surroundings, to give our students a unique experience. We pride ourselves in offering a unique range of courses delivered by friendly and expert trainers who really care about our students.

I would like to welcome you to the Academy, and trust that your course is everything you hoped it would be, and maybe even more. Most importantly, I hope that you enjoy your time with us, and spread the word to your friends. Please let me know if I can be of assistance at any time.

Greg Knitter
Director



Mr Knitter is a qualified and Registered Teacher with over 30 years of experience in teaching, coaching, sports administration and educational administration at all levels. He has coached literally hundreds of state and regional level champions in a range of sports. He has been the Principal of an International Primary and Secondary College, and founded The Eagle Academy in 2003. His extensive knowledge and ability in the areas of international education, and leadership make him the perfect person to lead our Academy.

Partnership Arrangements

The Eagle Academy currently has partnership arrangements with renowned specialist sports training providers and establishments. Depending on the location and electives you choose, and your desired timetable, you may find that some of your training is delivered by these specialists. If ever you wish to change to either have more, or less, of this specialist training, just ask! We are proudly in partnership with:

- Broadbeach Surf School
- Devocean Dive Centre
- Australian Boating College
- Paramount Adventure Centre
- Gold Coast Sailing Club
- Pinnacle Sports
- Clem Jones Sports Centre Brisbane

Mission Statement

It is The Eagle Academy's mission to:

- Provide the highest quality of training possible at an affordable price
- Ensure client satisfaction wherever possible
- Develop students who demonstrate respect for themselves, others and their environment
- Ensure the well-being and safety of all our students
- Provide appropriate pastoral care to all our students
- Make all our students feel valued and respected
- Develop the best resources, facilities and services
- Maintain the highest standards of teaching
- Foster global citizenship
- Foster intercultural understanding in a friendly environment
- Empower learners to reach their individual potential and goals
- Develop relationships between other relevant business organisations & our students that are mutually beneficial and rewarding.

Welfare & Support Services

Students can access support by simply asking any staff member. If the staff member cannot assist, they will refer you to the Director or a Manager who will endeavour to assist you in finding the most appropriate service for you.

ENGLISH LANGUAGE SUPPORT: Your course has Language entry requirements. You may be required to sit LLN assessment tests if you or the staff believes that you cannot cope with your course because of your English language ability. A meeting would then determine the best course of action. If your requirement is not as a result of a major shortfall in ability, you may be required to get English support (or you may choose it). If this is the case, we offer English Language support in tutorial sessions, or special sessions. Ask your trainer or the Campus Manager if you would like this assistance.

ACADEMIC GUIDANCE: Should you require academic or career guidance, you may simply request this from any trainer, or the Campus Manager. Depending on the type of advice you require, we will arrange for you to meet with an appropriate member of staff, or the Director. Sometimes if we are concerned about your progress, we will initiate the meeting (See Progress Policy in your Handbook for more details).

COUNSELLING & GUIDANCE SERVICES: Japanese, Spanish, Chinese, Korean, Thai, French, Malay/Indonesian and Italian speaking counsellors/ guidance officers are available on request. We may even be able to find counsellors who speak other languages. You simply need to see staff to arrange an interview. The first hour is at the Academy's expense.

SOCIAL ACTIVITIES: At least once a week there will be some type of game or activity organised where you can relax and get to know your fellow students in a social context. There are also cafes on all campuses where you can mix socially. Watch out for our Table Tennis competitions, volleyball games, and of course the end of year inter-campus sports and social event. For other information about social events not run by The Eagle Academy, ask a friendly staff member.

MEDICAL SERVICES: There are several medical practices within close proximity to all campuses. Please ask staff.

LIBRARY: Students can access the small Professional Libraries at each campus, and all campuses have arrangements with nearby Libraries that enable student membership.

WI-FI & E-MAIL: Students have access to the Internet via wi-fi in all campuses, and through the Academy's computers. Laptops will need to be booked out from the Office and rules apply to their use. A deposit may be required.

GENERAL WELFARE: International Students should also read the sections covering home stay, and Australia, later in this book, to further assist them.

SOME HELPFUL CONTACTS YOU MAY NEED:

Department Immigration & Border protection (DIBP)	- 131 881
Translating and Interpreting Services	- 131 450
Study in Australia	- www.studyinaustralia.gov.au
Australian Federation of International Students	- www.internationalstudents.org.au
Overseas Student Ombudsman	- http://www.ombudsman.gov.au/about/overseas-students

Induction and Orientation Session

Induction is important to us, and occurs on your first day. You will be sent a map and details of your induction session.

	Fortitude Valley (Bris Centre)	Carina (Bris East)	Southport	Coolangatta	Course Length	Included holidays	Tuition weeks
<u>COURSES</u>							
Certificate I in Sport & Rec		•	•	•	16	6	10
Certificate II in Sport & Rec		•	•	•	28	8	20
Certificate III in Sport & Rec		•	•	•	52	12	40
Diploma of Sport Development		•	•		52	12	40
Certificate III in Fitness	•	•	•		52	12	40
Certificate IV in Fitness	•	•	•		52	12	40
Preliminary Spoken & Written English	•		•	•	28	8	20
Certificate I in Spoken & Written English	•	•	•	•	28	8	20
Certificate II in Spoken & Written English	•	•	•	•	28	8	20
Certificate III in Spoken & Written English	•		•	•	52	12	40
Certificate IV in Spoken & Written English-FS	•		•		52	12	40
Certificate IV in Spoken & Written English-E	•		•		52	12	40
Certificate I in Business	•		•	•	16	6	10
Certificate II in Business	•		•	•	28	8	20
Certificate III in Business	•		•	•	28	8	20
Certificate IV in Business	•		•	•	28	8	20
Diploma of Business	•		•		40	10	30
Advanced Diploma of Business	•		•				
Adv. Dip. of Leadership & Management	•		•				
Certificate IV in Outdoor Recreation		•	•		52	12	40
<u>FACILITIES</u>							
Wi-fi for student use	•	•	•	•			
Computers for student use	•	•	•	•			
Modern Classroom resources	•	•	•	•			
Library access on and off site	•	•	•	•			
Fully equipped gym		•	•	•			
Group exercise classes		•	•				
Showers		•	•				
Ovals		•	•				
50m outdoor heated pool		•					
On site Basketball courts		•					
SCUBA lessons (off site)			•	•			
Golf lessons (off site)			•	•			
Surfing lessons (off site)		•	•	•			
Mins to closest city via Bus/ Train Service	5	25	10	1			
Flexible time tables	•	•	•	•			
Student Fridges/Microwaves	•	•	•	•			

On your arrival at The Eagle Academy, you are taken through an Induction session / Orientation Program during which you are given useful information about the study program, local services and the facilities we use for your course.

Each campus has unique features and courses, and these will be outlined to you at Induction, or you may visit our website, or the campuses, to find out more about each campus.

During the Induction & Orientation Program, you will have an informal interview and, if necessary, a short literacy and numeracy test to determine whether you need literacy support. You will then be taken on a tour of your venues for learning, and introduced to your teachers. You may be directed to the nearest local shopping centre and point out the important services and help you to open a bank account if necessary. If you need help with anything at all, then is a good time to ask.

Staff will do their best to help you settle into your new environment, and assist you wherever possible. If you require the services of a professional counsellor or lawyer, they will access an appropriately qualified person for you to speak with (see below).

As part of your orientation, you will also be taken through information contained in the Student Handbook and the Induction booklet.

Attendance & Progress Monitoring

ELICOS Students: Your Visa conditions require you to attend 20 hours face to face course schedule hours per week as well as progress satisfactorily.

VET Students: Your Visa conditions require you to progress satisfactorily. It is the student's responsibility to attend the expected hours per week to progress satisfactorily. Students are expected to study 20 hours a week as per their VISA regulations. At The Eagle Academy we break those 20 hours down into 15 hours of contact/lecture time (time at school) and 5 hours of distance education (homework) a week. To progress satisfactorily the students need to pass at least 50% of their units covered in each study period.

English Language/ Academic or Requirements

Students who enrol in any of the courses offered at The Eagle Academy need an appropriate level of English. Our entry requirements are outlined on the various course information sheets:

*English Language Levels are equivalent to the NRS (National Reporting System) Levels of assessment. A student may present IELTS or other test results as an indication of English proficiency, or assessment of a formal or informal manner may be undertaken by the Campus Manager. This may be a telephone interview, or simply based on the completion of the enrolment form, or the advice or others such as agents. In some cases a test may be required at the Director's discretion.

The requirements for each course vary, and students will complete the comprehensive 'Application for Enrolment' form and we will assess each application and supporting documentation on its merits. Potential students **MUST** advise the Director if they have not completed the equivalent of the Academic requirements of a course.

Students from some countries may also be required to meet English standards as set down by the Australian Government. Check with your Australian Embassy, Agency, or your Agent, if you are unsure.

Trainers now also monitor students for LLN (Language Literacy and Numeracy) abilities and requirements. LLN support will be provided to students where necessary on a needs basis.

Mode of Study. All Eagle Academy courses are delivered face to face (15 hrs per week) and by Distance Education (5 hrs per week).

Student Code Of Conduct

Students are required to observe this standard of conduct.

1. As a student of The Eagle Academy you are expected to co-operate fully by taking the responsibility for your own attendance & progress, through diligent preparation for, and participation in, all classes you attend. This requires showing concern for the needs of others to pursue their studies without interference, behaving appropriately at The Eagle Academy, or other places of study, and respecting the authority of all trainers and other members of staff.
2. The Eagle Academy requires appropriate clothing to be worn.
3. It is essential that students develop respect for themselves as individuals and as students of The Eagle Academy. The Eagle Academy therefore requires you to conduct yourself at all times in a manner which will enhance the reputation of The Eagle Academy. Good manners and attitude are very important at The Eagle Academy. Staff expect a very high standard to be maintained. You are expected to act in a polite, responsible way, and follow proper directions from trainers. Offensive behaviour, including the use of bad language, physical violence, use of alcohol or illegal drugs, gambling, stealing, or causing injury to another, will not be tolerated.
4. Since real concern for others shows itself in the proper and thoughtful treatment of their property, you are expected to gain permission to use other people's property. This applies regardless of whether the property belongs to an individual, The Eagle Academy, or other bodies.
5. All students are expected to participate fully and responsibly in The Eagle Academy's program. While VET courses have no attendance monitoring, there is an expectation of regular attendance, and full participation in activities.

Potential students must read the above document, and agree to uphold the rules of The Eagle Academy including the "Code of Conduct". You must realise that should you act in a way not reflective of the intent of this code, that action may be taken against you, and such action may include **suspension or even termination of your enrolment**, with no refund of fees.

Cancellation or suspension of enrolment.

Students may have their enrolment cancelled or suspended for any of the following.

- Student request
- Government request or direction, or breach of Visa requirements.
- Bringing the Academy into disrepute (e.g. Severe Breach of Code of Conduct)
- Failure to abide by enrolment conditions

In all cases students have appropriate lines of appeal.

Human Resources

Trainers and Coaches

The minimum standards of all Eagle Academy trainers/ coaches are as follows (as applicable to their sport/ activity: The ratio of trainers: students varies according to the sport designated safety guidelines, or other legislative requirements. For example the maximum in a surfing class is 1:8, in a golfing or tennis class 1:16, whereas in most lectures you will find a maximum of 1:25. At some campuses (e.g. Fortitude Valley) the maximum ratio is 1:12.

Our trainers all have the designated:

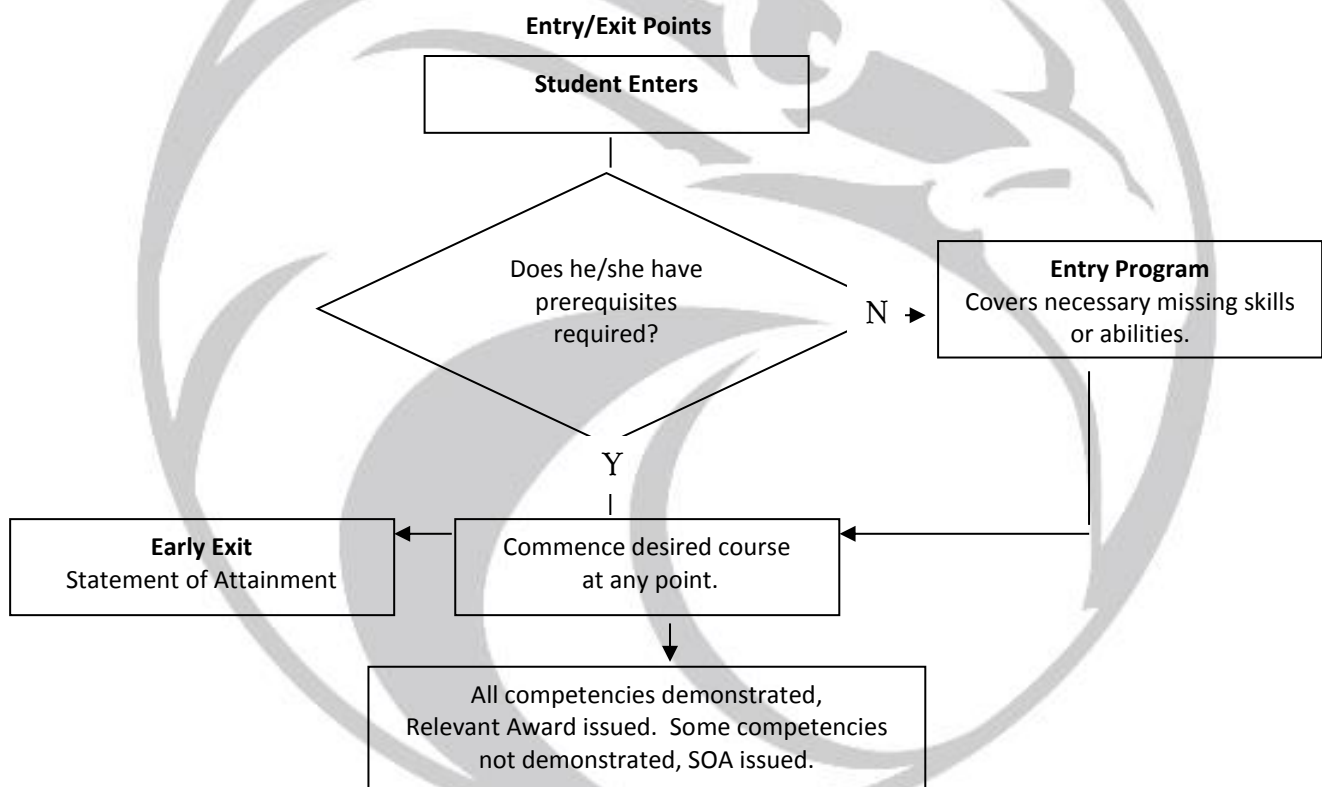
- Training and Assessment Qualifications (or are under supervision, and studying to attain the Qualification).
- Vocational Competencies and experience in the areas delivered to the standard required.
- Membership of a Coaching/ Fitness/ Industry Organisation where required.

Entry and Exit Points

Entry Requirements

Students must comply with the following criteria to be accepted into a course.

- Appropriate English level
- Prior learning or life experience to an appropriate level.
- At least 16 years of age.
- An ability to cope with the educational content.



Each week concentrates on a "Focus Unit(s)", and as such students can enter at any time. In the event of a student not having required skills to do the course, the Director will organise a suitable program for the individual to catch up on these. Students can exit at any point and attain a 'Statement of Attainment' outlining competencies.

Notional Time

Students may complete the courses at any time, should they be deemed competent in all units, as per the training package requirements. Due to the need for off the job lecture/tutorial sessions that are timetabled throughout the course in a sequential manner, it is most likely to take the full time to complete any course. There is no maximum time constraint, except for International students. Course Durations are listed earlier.

Academic Year

The year is divided into 20 week semesters, or 10 week terms (as study periods depending on the course being undertaken), with breaks (vacation periods) as follows:

April:	2 weeks
June/July:	2 weeks*
September:	2 weeks
December/January:	6 weeks

* Every 3-5 years there is a 3 week break in the middle of the year.

Because of continuous entry, students' individual study periods conclude at 10, or 20 weeks after commencement. There may be a possibility of varying some holiday weeks for certain students depending on start date and Certificate level. See the Campus Manager. There may be a charge for that service.

The current Timetable follows at the end of this booklet, with an explanatory guide.

International Students

Special points to note:

- All courses at The Eagle Academy are scheduled for 15 or 20 contact hours per week, although you may be able to choose these hours from a larger selection of available tuition times.
- ELICOS Students: we monitor your attendance and progress for Visa regulation purposes.
- VET Students: we monitor your progress, not attendance, for Visa regulation purposes.
- You must display progress that is satisfactory.
- You must notify the Director of any change of address or contact details

Failure to abide by these conditions could result in you being reported to DIBP (immigration)

General Information about Life in Australia

LOCATION: The Eagle Academy is situated at Level One, 70 Griffith St, Coolangatta and 56 Narang Street, Southport, the Clem Jones Centre in Carina, Brisbane and 360 St Pauls Terrace, Fortitude Valley (Brisbane Central). Our learning environments range from world class facilities to the best beaches in the World. It is a great place to study.

CLIMATE: Brisbane and the Gold Coast enjoy a sub-tropical climate with average daytime temperatures ranging from 18o C in June to 35oC in December. Cool sea breezes and sunny blue skies make the Gold Coast and Brisbane very pleasant places to visit and live in.

LOCAL SERVICES: Large shopping precincts or shopping centers are within approximately 5 minutes of all campuses.

ACCOMMODATION: Adult students can choose to arrange their own accommodation. Assistance will be given to those requiring help. At induction information will be given about Homestay providers, or how to seek share accommodation, to those who require such assistance.

LIVING EXPENSES: The cost of living in Australia depends on the individual, but typically you could expect to require between \$350 per week plus accommodation expenses (depends on arrangement but may vary from \$100 to \$400 per week).

DEPENDANTS and SCHOOLING: If you have dependants, they may be required to attend school in Australia. While we cannot give migration advice to determine if they do, we do offer assistance to look at the wide range of schooling options, such as our state schooling system, or independent schools. Please ask the Director (an ex-school Principal). School fees may be incurred, and range from a few thousand to around \$15 000 per annum.

SAFETY IN AUSTRALIA: Australia is considered to be "The lucky country" because of our beaches, outback, relaxed way of life, and leisure pursuits, as well as our love of sport. Enjoy it while you are here, but please take care of yourself at all times.

Australia's are considered as amongst the friendliest and most helpful people in the world. If you need help, ask. Like any country however, there are bad elements in our society.

- Keep your passport in a safe place (*Hint: Keep a photocopy of your passport in a separate place).
- Lock your apartment, house, bicycle, car, etc.
- Be CAREFUL at NIGHT. Do not walk home alone at night.
- Do not hitchhike.
- Don't trust strangers.

- Don't swim in Gold Coast or Brisbane canals (bull sharks live and feed there)
- Only swim between the flags at the beach and never swim at night, or on unpatrolled beaches. This is very dangerous and stupid.
- In the sun, wear a hat and sunglasses, and use sunscreen.
- If you see a snake, give it lots of room and report it to someone. Snakes are protected, but they will be removed from populated places by experts. Do not handle Australian snakes. We have all of the world's most deadly snakes.
- EMERGENCIES DIAL 000 or 112 (from Mobiles) – Ambulance / Police / Fire Brigade.
- Don't be afraid to ask again:
 - "Please repeat that"
 - "I'm sorry but I don't understand"
 - "Please explain that"
- Look at the person's face when you speak.
- Public Spitting is considered rude behaviour in Australia
- Littering is considered bad behaviour in Australia.
- In Australia women and men are considered equal.
- Despite the above, it is courteous to allow women to enter a room before men.
- You should remove hats when inside.
- Show respect to EVERYONE – family, teachers, fellow students, etc.

Explanatory Guide To Timetables

You may choose to study at the Fortitude Valley Campus (Brisbane Central), Southport Campus (Gold Coast), the Coolangatta Campus (Gold Coast), or the Clem Jones Centre Campus (Carina, East Brisbane). Each course and campus has a slightly different Timetable. We can also modify an individual Timetable to suit (within our own Core delivery times) you, especially where you choose electives that require attendance at a partner school, or have access and Equity requirements.

In all cases our courses have a main Theory day where Lectures are delivered, skills are taught, and observation sessions occur for assessment purposes. All courses then offer a range of supervised practice sessions where learned skills can be developed further, context sessions, partner provided electives, and tuition sessions at which holistic development can occur, or assistance with any unit, or the Language, Literacy or numeracy aspects of the course can be enhanced. Students are expected to attend the main day, as well as enough other sessions to make up their required 15 hours per week (minimum) at campus (or other partner providers) and then also complete 5 hours per week completing Distance Education workbooks and learning.

Notes For All Students

1. Read your Handbooks, Course Information Sheets, and select particular areas of interest to you, or times that suit you, to make up your 15 hours required for your student visa course. You may do more hours of course, especially if you are catching up on missed lessons due to bad weather, or illness, etc. As members you can also choose to use the facility in other times, but these will not count towards your course hours.
2. Your Student Handbook contains more information about all policies, such as the current attendance policy, progress policy, and completion on time policy. The Handbook is available in electronic version from your Agent and the Academy.

Public Transport to and from Campus

Fortitude Valley - There is a bus stop at the front of the campus on St Pauls Terrace and a train station 300m from the campus.

Carina - There are bus stops on both sides of the campus – Zahel St & Stanely Rd.

Coolangatta - There is a bus stop just 2 minutes from the campus on Griffith St.

Southport – There is a tram station directly in front of the campus on Nerang St and bus stops just 1 minute from the campus.

Privacy Policy 170822

Statement

The Eagle Academy is bound by and committed to meeting the requirements under the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth), which amends the Privacy Act 1988, by complying with the Australian Privacy Principles (APPs).

Students providing personal information to The Eagle Academy should be aware that by law this information may be made available to Commonwealth and State agencies and the Director of the Tuition Protection Scheme, pursuant to obligations under the ESOS Act 2000 or other relevant legislation, and the National Code 2007; and that The Eagle Academy is required, under s19 of the ESOS Act 2000, to tell the Department about certain changes to the student's enrolment: and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student Visa condition.

Please read our Privacy Policy which is available on our website (www.eagleacademy.com.au) or in printed form by request.

Policy

This privacy policy outlines how The Eagle Academy manages and uses: personal information as required by the Australian Privacy Principles (“APPs”) contained in the Privacy Act 1988 (Cth) (**Privacy Act**). This privacy policy is available on our website (www.eagleacademy.com.au) or in printed form by request.

We collect and hold personal information (including sensitive information) about: all employees, students, agents and other people who come into contact with us. We will inform the party/s concerned of the reason for collecting, using, storing or disclosing such information as well as inform them of the main consequences if all or part of the information is not provided.

Anonymity and pseudonymity

An individual will have the option of not identifying themselves or using a pseudonym when dealing with us except: when we are required or authorised by law or a court/tribunal to deal with individuals who have identified themselves; or it is impractical for us to deal with an individual who has not identified themselves in the circumstances.

Information Collected

The information we may collect and hold could include: names and contact details; visa and/or passport details; identification information or records; academic results; relevant sensitive information; financial and business details; current and previous employment information; and other information reasonably necessary for or directly related to one more of our functions or activities.

Collection of Information

We collect personal information in a number of ways: forms completed and submitted to us; other documents submitted to us; correspondence with us; from freely available “public domain” information sources; meetings and interviews; and telephone calls. On some occasions we will collect information about parents/guardians from their child/children and vice versa. We may also collect personal information from third parties when reasonably necessary. We will only collect personal information that is necessary for its functions or activities, lawful, without unwarranted coercion and in a way that is not unreasonably intrusive. If personal information is collected from someone other than the individual, we will take reasonable steps to ensure that the individual is made aware of the information received.

Sensitive information

Sensitive information we collect is used for the following primary purposes: to provide schooling and educational services to students; to look after students' educational, social and medical wellbeing; to provide students with a safe learning environment; and to satisfy our legal obligations and our duty of care. Sensitive information will be used and disclosed only for these purposes unless we obtain consent from the relevant individual, or unless required or permitted by law.

Unsolicited Information

If we receive unsolicited personal information, we will, within a reasonable period, determine whether or not the information could have been collected by lawful and fair means. If we determine that we are not permitted to collect the personal information, and the information is not contained in a Commonwealth record, we will, as soon as practicable, destroy the information or de-identify that information but only if it is lawful and reasonable to do so.

Use and Disclosure of Information

We will use your information to provide the services you have requested, manage those services in order to provide the optimum level of service, and conduct appropriate pre-enrolment or pre-employment checks E.g. reference checking. We will take reasonable steps to make sure that any personal information used or disclosed is relevant and appropriate to the purpose of use or disclosure.

The Eagle Academy may disclose personal information to the following kinds of entities; your authorised representative or legal advisors, banks or credit providers for payroll purposes, government and statutory authorities, where required by law, for example the reporting of training results; Australian Taxation Office; or nominated superannuation fund.

For other secondary purposes information will only be disclosed if; we have obtained consent, it is directly related to the primary purpose, the use or disclosure of the information is required or authorised by or under an Australian law or court/tribunal order, we reasonably believe that the use or disclosure is necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.

Direct Marketing

The Eagle Academy may send marketing publications (e.g. correspondence & newsletters) to students, parents/guardians, staff, agents and other members of the community. An individual may request not to receive direct marketing communications from us and may request that we do not disclose their personal information in direct marketing by contacting us using the contact details set out below.

We may use or disclose personal information (other than sensitive information) about an individual for the purposes of direct marketing if we collected the information from the individual, the individual consented to the disclosure of information for direct marketing and/or the individual would reasonably expect us to use or disclose the information for that purpose.

Cross-Border Disclosure

We may transfer personal information regarding international students and their parents/guardians to recipients located in the country where the relevant international student's parent(s)/guardian(s)/agent(s) are based. We will take reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to the information. We may disclose information if it is required or authorised by or under an Australian law or a court/tribunal order. Otherwise, we will not disclose any personal information (including sensitive information) to overseas recipients without obtaining consent from the relevant individual.

Government Related Identifiers

We will not adopt a government related identifier of an individual as our own identifier of the individual unless; we are required or authorised by or under an Australian Law or a court/tribunal order, the identifier is prescribed by the regulations and the adoption or the use or disclosure occurs in the circumstances prescribed by the regulations. We will not use or disclose a government related identifier of an individual unless the use or disclosure of the identifier is reasonably necessary to verify the identity of the individual for the purposes of our activities or functions, to fulfil our obligations to a government agency of State or Territory authority or the use or disclosure of the identifier is required or authorised by or under an Australian law or a court/tribunal order.

Accessing Information

An individual has the right to access any personal information held by The Eagle Academy, subject to some restrictions listed in Federal Government legislation. This information can be accessed by contacting us using the contact details set out below. We will endeavour to provide the requested information to an individual as soon as reasonably practicable. This process may involve verification of identity and specification on information requested. There may also be fees involved to cover the cost of verifying an individual's identity and locating, retrieving, reviewing and copying any material that was requested. Fees will be quoted and must be paid prior to this process being completed.

There may be situations where access to personal information we hold about an individual is denied. These situations would include; where access would be unlawful, release of the information would have an unreasonable impact on the privacy of others, the request for access is vexatious, denying access is required or authorised by or under an Australian law or a court/tribunal order or where the release may result in a breach of our duty of care to any individual involved.

Information Correction

The Eagle Academy strives to ensure that personal information held is correct, complete and up to date. You may request that we update or correct personal information by contacting us via the contact details below. After receiving a request to update or correct personal information we will action the change as soon as reasonably practicable. If we refuse to correct personal information we will give the individual a written notice, as requested by the individual, setting out the reasons for the refusal except to the extent that it would be unreasonable to do so, the mechanisms available to complain about the refusal and any other matter prescribed by the regulations.

Security

We are committed to protecting the personal information and the privacy of individuals. We have in place steps to protect the information we hold from misuse, interference and loss and from unauthorised access, modification or disclosure by use of various methods, including locked storage of paper records and password protected access rights to computerised records. We will take reasonable steps to destroy or permanently de-identify personal information if it is no longer required, is not contained in a Commonwealth record, and we are not required by or under an Australian law, or a court/tribunal order, to retain the information.

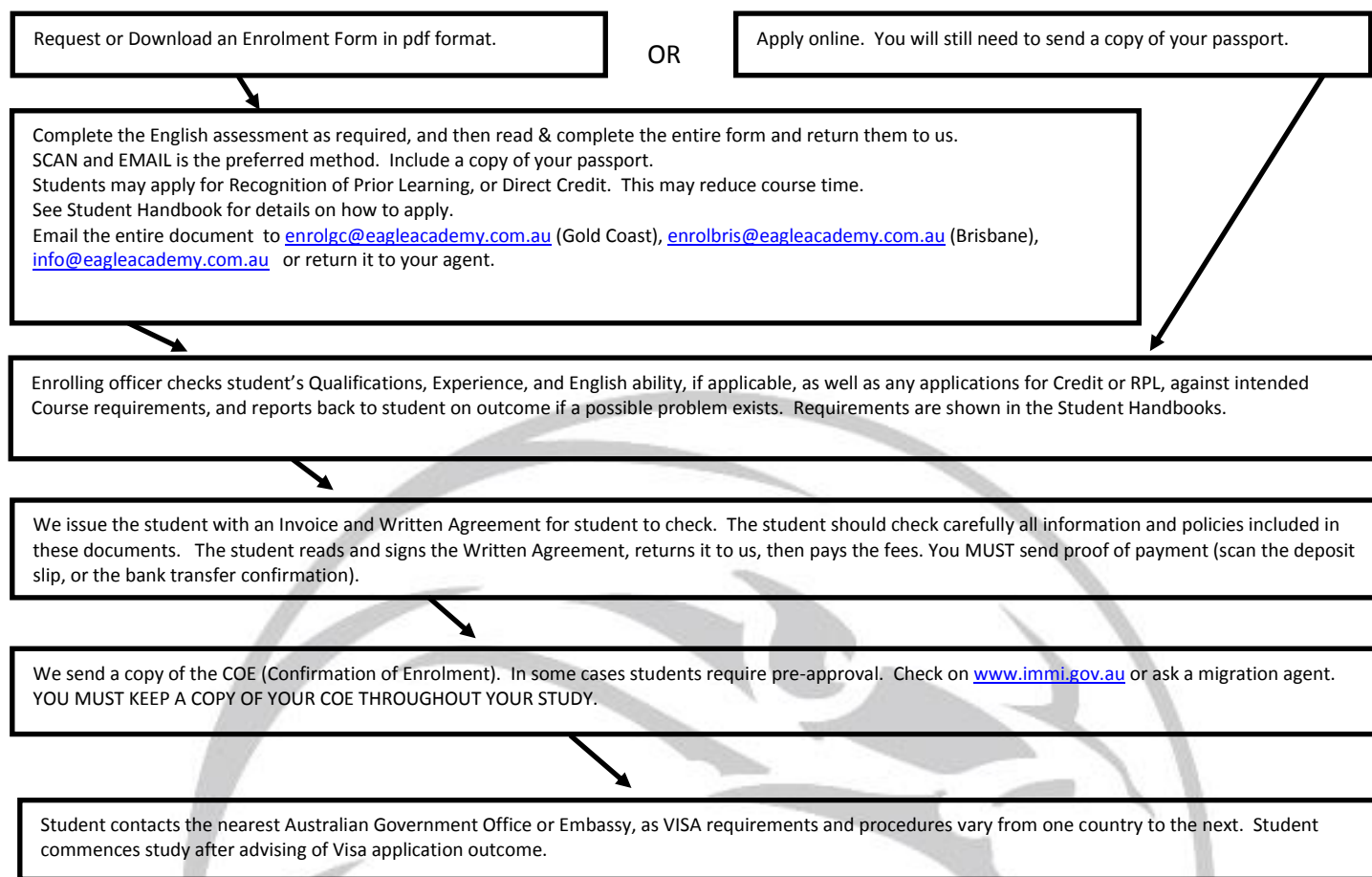
Complaints

If an individual believes that we have breached the APPs, the Privacy Act, or any related privacy code they may make a complaint by completing a complaint form and sending it to the Director. Once we have received such a complaint we will take all steps that we consider reasonably necessary to remedy any actual breach which has arisen as soon as reasonably practicable. Complaints may also be made directly to the Office of the Australian Information Commissioner by visiting the following website: <http://www.oaic.gov.au/>

Email: info@eagleacademy.com.au

Postal Address: 56 Nerang Street, Southport Q 4215

Enrolment Procedure & Conditions 171025



Enrolment Conditions

1. Applying students must read, (or have fully explained to them) and understand the Student Handbook, the Refund Policy, the English Assessment requirements, and all other information relating to student matters, including attendance (ELICOS) and satisfactory progress (ELICOS/VET) requirements, before signing the Written Agreement. These documents can be found here at any time <http://eagleacademy.com.au/downloads/>. Signing signifies acceptance of these conditions, and all related matters contained in the documents listed.
2. Students are expected to comply with the laws of Australia, and the very strict 'Code of Conduct' of The Eagle Academy (see Student Handbook). Failure to do so may lead to enrolment being suspended or cancelled.
3. The Eagle Academy shall not be liable for loss, damage or injury to persons or property. Any student concerned about the risk of injury or harm through participation in our physical activities must understand that all such activities do carry some risk of injury, and that by signing an enrolment form, or written agreement, they are doing so fully aware of the risks, and do so understanding that the academy is not liable for an injury, loss, damage, or death. Some activities involve an increased risk, and students who elect to undertake such activity must self-assess their ability to do so safely. Those in doubt should consult those in charge, or the campus Director for further guidance on the risks, and personal abilities required to undertake the activity with minimal risk. Students are advised to take out personal insurance to cover themselves against accident and illness, and their belongings against theft or loss.
4. The Eagle Academy reserves the right to change its fees at any time without notice. Students doing consecutive courses, and wishing to lock in current tuition courses must pay at least the first study period fees before the COE issue to do so. Those paying less (just to get the COE) must understand and accept that they are subject to the tuition fees as at the time of commencement of their course, NOT the time of COE issue.
5. The Eagle Academy reserves the right to change strategies, timetables, trainers, schedules at any time without notice.
6. Students wishing to cancel their course agree to complete this form, submit sufficient evidence to support their reason for cancellation and pay any outstanding fees as well as a \$200 cancellation fee (Excludes Visa Refusal). Sufficient evidence may include but is not limited to flight tickets, stamp on passport, visa cancellation letter, medical certificate or death certificate. Cancellations may not be processed until sufficient evidence, fees and Director/Manager approval are received.
7. Fees must be paid in advance, as per the Payment Schedule attached, or the student will not be allowed to commence. If 14 days pass after the CoE commencement date and the student has not yet paid their fees as per their payment schedule then their CoE will be cancelled for non-commencement. Students can access the Appeals process if their enrolment is cancelled.
8. Students must accept that penalty fees apply for access to staff assistance and assessment items if a student missed the original piece of assessment without good reason, and/ or if the student has completed the tuition period of the course, and has been

- issued with a Notice that they are to be reported to DIBP (Immigration) for Unsatisfactory Progress (or any other breach of Visa conditions).
9. Students not taking OSHC through the Academy are responsible for making sure they have adequate cover and must provide proof of cover for their entire VISA period to immigration.
 10. Student must personally attend the Academy and pick up their original Qualification or Statement of Attainment, or give written permission for a third person to do so, or provide the Academy with a stamped, self addressed envelope at their own expense, so the Academy may post it to them. Such envelopes ought to be able to take an A4 sized certificate and have a cardboard insert to prevent folding.
 11. The Academy reserves the right to seek additional information from any applicants as required, and to vary enrolment conditions to suit individual applications and requirements.

Unique Student Identifier

By completing the enrolment form students agree to give The Eagle Academy (Xamerg Pty Ltd) the authority to create a USI or locate a USI on their behalf.

If you do not already have a Unique Student Identifier (USI) and you want The Eagle Academy to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, The Eagle Academy will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy <https://www.usi.gov.au/documents/privacy-policy> or by contacting the Registrar (Ph: 1300 857 536).

Refund Policy 171025

Introduction

Students wishing to apply for a refund must first cancel their course. This is done by completing the appropriate form, submitting sufficient evidence to support their reason for cancellation and paying any outstanding fees as well as a \$200 cancellation fee. Sufficient evidence may include but is not limited to flight tickets, stamp on passport, visa cancellation letter, medical certificate or death certificate. Cancellations may not be processed until sufficient evidence, fees and Director/Manager approval are received.

Students are made aware of the refund policy prior to any fees being paid, and prior to enrolment being accepted. This is done by including the refund policy in the enrolment package provided to students, and in the Student Handbooks. Fees must be paid in Australian dollars only. Overseas student's fees are protected by requirements of the ESOS Act, a legislation which ensures that overseas student's fees are protected, with a guaranteed refund, or transfer of provider, if a provider is unable to offer a course. From 1st July 2012, the Academy holds all fees received prior to commencement in a special account, in the case of a need to refund, under circumstances required by law, or this refund policy.

The Eagle Academy accepts payments in advance (in accordance with our Payment Schedule Options) before a Confirmation of Enrolment will be issued. *Any pre-paid fees received by the Academy as shown on page 1 are held in a special account until the commencement date. Note that this amount is only the money received by The Eagle Academy, and doesn't include any commission monies withheld by agents. Students may instruct their agents to include that amount if they wish.

The Eagle Academy may vary a payment schedule within legal requirements at its discretion, or offer scholarships as it sees fit.

There is no refund of Non-Tuition Fees or Administration Fees unless

- (i) allowed for under the ESOS Act 2000 or its regulations, OR**
- (ii) Such fees were unused excursion fees, OSHC fees, or membership fees, and approved by the campus Manager.**

Students wishing to get a refund of OSHC Insurance that has been sourced by the Academy will be entitled to a pro-rata refund (less our administration charge) and the refund will be forwarded separately upon the refund being received by the OSHC provider. Students should make it clear that they wish to receive an OSHC refund.

There is an administration cancellation fee of \$200 if students wish to cancel their course once a COE has been issued, regardless of the circumstances and timing of the cancellation. The only exception to this fee is for VISA refusal which is covered under legislation.

Promotions and special offers are intended for students who will complete their qualification courses only. Should a student cancel (for other than VISA REFUSAL reasons), any study undertaken will be charged at full tuition rate (NOT PROMOTION OR SPECIAL RATE), and any pro-rata refund given for tuition would then be determined as per our refund policy and returned to the student from the tuition monies remaining.

Should a student cancel, the Academy reserves the right to deduct the cost of any “free” or “included” extra course or license, whether or not the student completed the relevant course. For example, an amount of \$80 would be deducted for the “free” RSA & RSG license courses included with some promotions.

Refund of Tuition Fees (as shown on the Payment Schedule). For the purposes of this policy “Tuition Fees” do not include Non-tuition fees such as Administration fees, OSHC, Government fee levies, Materials fees, excursion fees, or membership fees (e.g. to Fitness Centres)

Refunds are made as follows, for the part of the Tuition Fees passed on by the Agent. It is expected that Agents will likewise refund tuition fees in these cases, and students should notify the Academy if that does not occur.

- a) **Visa application rejections:** A refund will be made in accordance with the ESOS Act 2000 and ESOS Regulations 2001.
- b) **Cancellation prior to commencing:** A refund of tuition fees paid will be made less 10% of the fees applicable to the first study period.
- c) **Cancellation once student commencement date passes:** If you cancel a course of study once the commencement date has passed, you will not be given a refund of any tuition fees for the current study period, and refunds of monies paid for future study periods is at the discretion of the Director. Any fees owing to The Eagle Academy must be paid immediately.
- d) **Termination of, or inability to provide a course by The Eagle Academy:** Provider default is covered by the provisions of the ESOS Act 2000 and ESOS Regulations 2001.
- e) **Hardship:** In cases of hardship, or circumstances beyond the control of the students, an assessment of the circumstances and/or hardship will be made on a case by case basis, to determine what, if any, refund is to be issued. The Academy will act in a compassionate manner in all such dealings.

* Pro rata calculations: When calculating Pro rata refunds, any tuition undertaken by the student is to be calculated at full rate, i.e. no discount applied. Excludes visa application rejections.

Visa Cancellations, Expulsion and Deportation

If a student defaults, such as failing to commence, or is reported for unsatisfactory attendance, or unsatisfactory progress, or has their enrolment terminated, or has their Student Visa cancelled, no refunds are made.

NOTES:

- Refunds will only be made on receipt of a written application to the Director which must be signed by a parent or guardian in the case of a minor. The application must outline all reasons for the request, and be dated.
- Any refund that may be payable will be remitted in Australian currency only. The refund will be paid to an approved person who has paid the fees, unless that person has directed The Eagle Academy, in writing, to pay the refund to someone else. If it is unclear who has paid the fees, the Academy will pay the refund to the student.
- The total amount of any refund due will be paid no later than four weeks after the Application for Refund is received.
- No refunds will be made other than in terms of the policy statement.
- The written agreement and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia’s consumer protection laws.

Student Cancellation Form

Students wishing to cancel their course agree to complete this form, submit sufficient evidence to support their reason for cancellation and pay any outstanding fees as well as a \$200 cancellation fee (Excludes Visa Refusal). Sufficient evidence may include but is not limited to flight tickets, stamp on passport, visa cancellation letter, medical certificate or death certificate. Cancellations may not be processed until sufficient evidence, fees and Director/Manager approval are received.

Name: _____

Course: _____ **Start Date:** _____

Agent: _____

Current Address: _____

Email Address: _____

Reason for cancelling: (PLEASE PRINT NEATLY) _____

Student Signature: _____ **Date:** _____

OFFICE USE ONLY			
Admin Signature:		Date:	
Manager's Signature:		Date:	

If you wish to apply for a refund please read the Refund Policy first to determine if you are eligible for a refund. You can find a copy of the Refund Policy in your student handbook, with your written agreement, at your agency and at our administration office.

Student Refund Request Form

Cancellation must first be approved before a refund can be processed. Fees may be deducted or charged when a course is cancelled. Please read the Refund Policy agreed to at the time of your enrolment for more information. Visa Refusal cancellations may be exempt from sections of the Refund Policy.

Student Name: _____

Current Address: _____

Email Address: _____

Certificate: _____ **Start Date:** _____

Agent: _____ **Current tuition week:** _____

Reason for cancellation: _____

OSHC

Students wishing to get a refund of OSHC Insurance that has been sourced by the Academy, will be entitled to a pro rata refund (less our administration charge) and the refund will be forwarded separately upon the refund being received by the OSHC provider.

Do you want your OSHC policy cancelled & the excess refunded: Yes / No

ACCOUNT DETAILS FOR REFUND

Refund can only be paid back to the account which the original payment was received from. If your agent paid your fees the refund will be paid to your agent.

Account name:			
Name of Bank:			
Bank Address:			
Country of bank:			
BSB:			
Account Number:			
SWIFT code/IBAN:		IFSC (If India):	

I have read and understand the refund policy. I understand that the refund will be paid to the account or person that it was originally received from.

Signature: _____ **Date:** _____

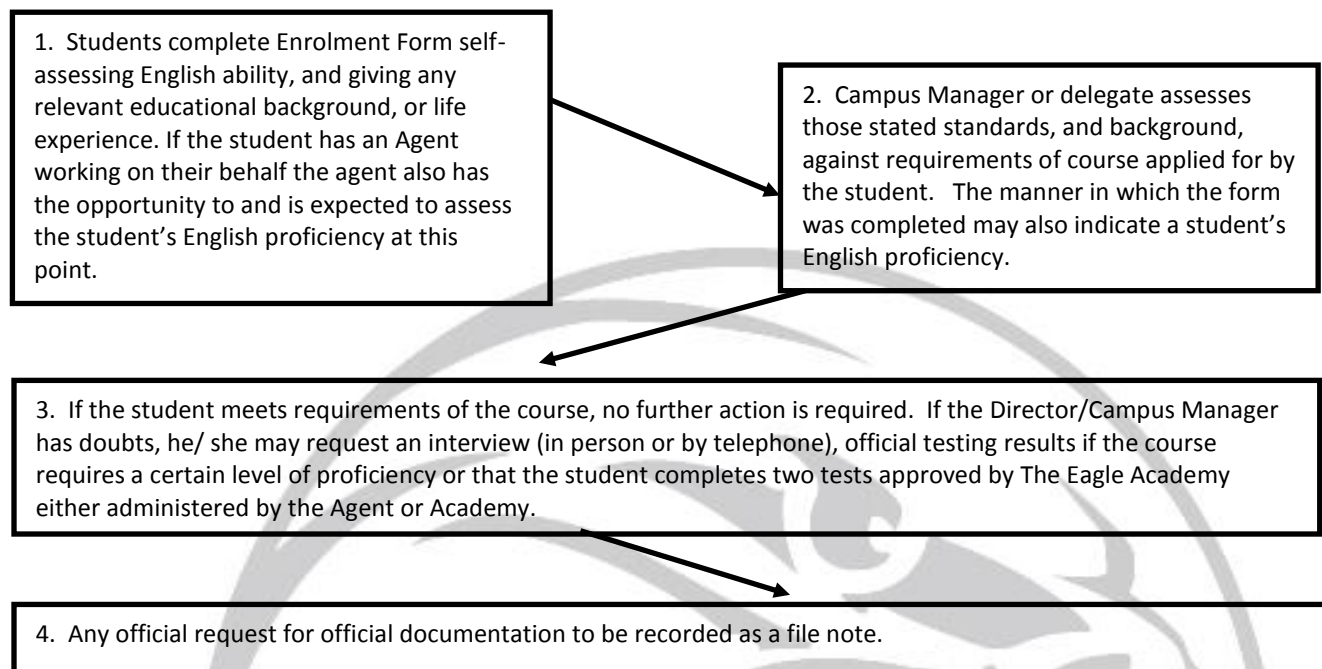
OFFICE USE ONLY

Date OSHC refund submitted to Allianz:	___/___/___	Date refund received to Eagle:	___/___/___
Total amount received from Allianz:	\$	Date refunded to student:	___/___/___

Procedure for checking Student's Qualifications, Experience & English Language Proficiency

161219

Standard 2.2c of 2007 National Code



Under 18 Student Policy & Procedure 161219

This document should be read in conjunction with the Student Handbook & Confirmation of Welfare Arrangement Letter.

The Eagle Academy will only enrol younger students (u/18) under the following circumstances:

- A case by case application and the subsequent approval of the Director
- The student is over 14.
- A parent, a nominated suitable relative or the Academy is responsible for the welfare of younger international student while in Australia. The responsible party must ensure that appropriate accommodation, support and general welfare arrangements are in place for the period that the student will be under 18 years old while in Australia.
- If the academy is approving the accommodation, support and general welfare arrangements, the Academy will nominate the period for which it will take responsibility for the student. This will be a minimum of the length of the CoE plus seven days.
- A Confirmation of Welfare Arrangement letter has been signed by all responsible parties involved. Please note, if a parent or suitable relative takes responsibility for the welfare arrangements of the student section B of the Confirmation of Welfare Arrangements Letter does not need to be completed.
- Welfare arrangements are arranged and approved prior to applying for a visa.

Procedure

1. The student and parent/guardian complete the course enrolment form and Confirmation of Welfare Arrangements Letter.

2. The Academy reviews the application details and checks the suitability of the students accommodation, support and general welfare arrangements. If the student is not staying with a parent, relative or at a dedicated Student Accommodation Building the Director or Delegate will visit the accommodation location to check cleanliness and get names of other adults residing at that location. Other Adults must present the Director or Delegate with a Suitability Card (Blue Card), and a copy of the same, before the student arrives. Copies of cards are kept on the student's file.

3. The Academy accepts or denies the students welfare arrangements and application. If the welfare arrangements are approved, the Academy will notify DIBP by using the PRISMS profma letter.

4. Should the students arrangements change the responsible party will notify the academy immediately. The Academy will then update DIBP via PRISMS.

Additional Induction For U/18 Year Students

The orientation of younger students includes a meeting with the Director, Campus Manager, Head (or Senior) Trainer, nominated guardian and the student present.

The student will be taken through the induction book, and the student handbook, during the meeting, as well as being directed to specific areas of possible concern such as being in an adult environment for training, and who to turn to if there are any concerns or questions to ask. The student will be required to outline with the guardian the drop off and pick up times and procedures, as well as a series of “what if” scenarios such as, “What will you do if the Guardian has not shown up to pick you up”, or what would you do if one of the adult students made an inappropriate remark to you?” to ensure that the safety of the student is protected as well as it can be in most foreseeable circumstances.

The student will personally meet the trainer responsible for the course and invited to ask course related questions.

It is important that the guardian (through previous signed agreements from the parent) understands that support is available through the Academy, but out of Academic hours, we rely on the Guardian to provide a safe environment. By working together, and through effective communication between the Guardian and the Campus manager, the required support and assistance will be provided to ensure the well being and safety of the student.

Critical Incident Policy & Plan 170822

Response To Critical Incidents Policy

A **Critical Incident** is defined as an emergency affecting students, personnel or property, requiring immediate responsive action beyond that which could be reasonably expected from the school's own management team during the day to day running of the school.

Introduction To Emergency Plan

1. The plan provides, through a framework, the initial response to the Impact Phase of a **Critical Incident**.
2. The **Incident** may require support from a number of services, and/or other agencies.
3. The **Incident** would probably involve severe stress for those directly involved and those associated with The Eagle Academy.
4. As a result of the **Incident** there may be a significant impact on the budget of The Eagle Academy.

Purpose

The purpose and emphasis of the plan is **to normalise the activities of school** in the event of an emergency with minimal disruption to everyone on site and associated with The Eagle Academy.

- Providing immediate practical support;
- Establishing how the incident will be managed;
- Defining roles and responsibilities of officers of The Eagle Academy;
- Outlining how further appropriate support will be sought from outside The Eagle Academy;

Critical Incident Plan

The critical incident emergency plan covers the following points:

1. **Aims**
 - To provide support to all on site affected by the incident.
 - To maintain the normal running of any parts of The Eagle Academy not affected.
 - To return The Eagle Academy to normal as soon as possible.
2. **Types of Incident Covered by the Plan**
 - Extensive damage to premises
 - Death, serious injury or potential health issues affecting staff or students at The Eagle Academy
 - An accident away from campus
 - An incident on campus or in the community that affects The Eagle Academy
3. **Receiving the Alert**

The alert may come from:

 - a staff member
 - a student
 - the police
 - parents
 - the media
 - or other sources
4. ***Whoever receives the alert should be prepared to ask for as much information as possible (see Appendix 1 Incident Information Form):***
 - what has happened?
 - have the emergency services been informed/are they attending?
 - exact location (and any access problems if not on site)
 - casualties
 - actions taken so far
 - name/contact at the scene (if not on site)
 - what assistance is needed?
5. ***The Director or most senior staff member must initially decide on the level of response needed:***

- can The Eagle Academy cope alone?
- if not, alert the Manager of the Centre
- inform staff on site.

6. A cascade call-out list for out of hours incident

- Repeat back to the person giving the information and details to ensure that they have been accurately recorded.
- The call out details need to be checked regularly for accuracy.

7. Emergency Locations for various groups to meet are established:

- the management team (as advised by the Director or most senior staff member)
- informing students will be done through text/ calling / email
- inform Agents and parents
- the media, if they are to be allowed on site
- a quiet area for students/ staff
- possible relocation site (eg Broadbeach Community Centre).

8. Administrative arrangements

- All staff to keep a log of all contacts, decisions and actions (see Appendix 2 Critical Incident Log Sheet).
- One phone free for outgoing calls (eg fax line)

9. Arrange to inform (and keep informed):

- centre manager
- staff
- children
- parents
- the police
- the media

10. Longer Term Plans

A serious incident may have repercussions over many months. Consider arrangements for days two and three, when students may know more about what happened, and when staff may be exhausted and may need additional support.

12. Operational Debriefing

- Debrief all staff involved at the end of each working day/shift. Ensure that information is recorded and shared.
At the end of the incident staff and students may require counselling.

On a practical note: ensure:

- the existence, whereabouts and contents of the Site Plan and Response Plan (Appendix 3) are known to staff;
- an identified member of the staff is responsible for keeping the plan up to date;
- staff should know their roles which should be rehearsed by desk top exercises;

If it becomes necessary to activate the plan:

- mobile phone use, or direct approach is to be used to advise staff.

CRITICAL INCIDENT FORM

INFORMATION REQUIRED TO ESTABLISH NEEDS

Initial contact to the Director - Greg Knitter (07) 5526 6222 or info@eagleacademy.com.au

The following information may be asked for dependant on the nature of the incident, by either the Director, or Emergency Services. Gather this information when practicable.

Contact Name: _____

Position: _____

Mobile Number: _____

Site Of Incident: _____

Time Of Incident: _____

Nature Of Incident: _____

Number Of Patrons Involved & Ages: _____

Are Any People Injured? _____

Extent Of Injuries (Low-Serious): _____

What Action Has Been Taken So Far? _____

What Help Do You Need? _____

Are There Any Access Difficulties: _____

Have Emergency Services Been Informed: Yes / No

Emergency Services Contacted: Fire / Ambulance / Police:

Are They On Site: Yes / No

Time Of Emergency Service Arrival: _____

DATE AND TIME RECEIVED

Date:

Time:

Staff Member Receiving Information:

Transfer Provider Policy and Procedure 171102

***Standard 7.2 of 2007 National Code**

Policy: The Eagle Academy will assess a transfer request in a timely manner, with due regard to the individual circumstances of the request. There is no cost for this process of releasing a student.

- 1 • Student requests transfer in writing, giving reasons for the request. A VALID letter of Offer from the New Provider must be supplied. (Eg meets requirements of u/18 student if appropriate)
- 2 • If the request contravenes one of the student's Visa's conditions, the request could be refused. In most cases the Director* will attempt to fulfil the wishes of the student.
- 3 • A transfer will be granted if the student has put forward a reasonable request based on student welfare circumstance, lack of progress or attendance etc, if the student has made efforts to deal with the matters prior to making application. If the request is considered to be detrimental to the student, the request could be refused.
- 4 • If the student is u/18, parental permission must be obtained, and a letter of offer from the new provider accepts full responsibility in accordance with legislation and The National Code (Standard 5).
- 5 • The request will be assessed and a reply given within 10 working days of request.
- 6 • If a letter of Release is issued, it includes advice for student to contact DIBP to seek advice on whether a new Visa is required, and a statement about the student's attendance, progress, and outstanding fees. If not approved, student is advised in writing of the reasons, and their right of appeal.
- 7 • Copies of all forms to be kept on file

Transfer Provider Request Form

Student Name: _____

Date: _____

Course Title: _____

Start Date of COE: _____ End Date of COE: _____

Current Study Wk: _____ OSHC expiry Date: _____

***Attach Offer from a New Provider.**

Why have you requested a transfer? (Attach pages if needed) _____

Students Signature: _____

Staff Signature: _____

****Please present this form in person to the Campus Manager or delegated staff member***

OFFICE USE ONLY

Director's* Action/Comment:

Director's* signature:

Date:

International Student Complaints and Appeals Policy 170707

Purpose:

The Eagle Academy Complaints and Appeals policy complies with the requirements of the Standard 6 for Registered Training Organisations, and the National Code 2007 standard 8. Reviewed and in effect from 12 February 2015.

The Eagle Academy will endeavour to deal with any grievance or appeal in a manner as expediently as possible, with the aim for outcomes that are fully understood and beneficial to all parties.

Student's unsatisfied with the final result or handling of the Academy internal appeals processes may access an external appeals process which is independent and impartial.

This policy applies to all complaints and appeals submitted by international students undertaking study within The Eagle Academy scope. A separate document exists for Australian students. This policy covers complaints relating to allegations involving the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- c) a learner of the RTO.

This policy also covers Appeals against decisions made, whether they be by an Eagle Academy staff member, or a third party training organisation offering training or assessment on our behalf. This includes assessment results or outcomes. All cases are treated confidentially in respect to the privacy of students. Collection, use and disclosure of information from individuals under the Privacy Act 1988 will comply with the National Privacy Principles.

The principles of Natural justice and procedural fairness are very important to us, so you can be very sure your complaint/ appeal will be considered in a very professional and deservingly respectful manner.

The Procedure for Complaints and Appeals (Grievance) is the same:

1. If your concern is of minor nature, discuss the matter with your trainer or Campus Manager. They may be able to help you to resolve your grievance amicably through discussion.
2. If you are unable to resolve the grievance you may ask to consult a counsellor. You may request for this to be confidential, or you could request the counsellor to take the matter further on your behalf. This initial consultation is at NO COST to you.
3. In more serious, formal or unresolved complaints, complete the 'Complaint/Appeals' form (available on request from any staff member, or alternately located in The Student Handbook or in the forms section at www.eagleacademy.com.au). Submit it to a Manager. You may also complain/appeal in the form of a signed and dated letter providing all relevant information. Then, your appeal process will begin within 10 working days from the date you lodged your complaint or appeal and supporting information. If you have not yet presented your case you will be invited to do so at no cost. Your complaint/ appeal will be considered by at least two senior staff, and will not involve any staff subject to the original decision, although they (the original decision maker) will be required to present their case, just as you given that opportunity. A written response will be issued to you as soon as practicable, on completion of the matter outlining reasons for decisions made, and further appeal options available to you. A copy is kept on file of all such complaints, and their outcomes.
4. You may nominate a support person to accompany you at any stage of the dispute resolution process.

If you are not happy with the outcome, you may wish to seek an independent (External) review.

External Appeals:

If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Student Ombudsman. The Overseas Student Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Please note, the Academy does not have to wait for the outcome of an external appeal before notifying the Department of Education of the change to the student's enrolment status.

NOTE:

- Nothing in the Academy's Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies
- If a student is concerned about the actions of the provider they may approach the ASQA. The ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration is proved.
- If the internal or external complaint handling or appeal process result in a decision that supports the student, The Eagle Academy will immediately implement any decision and/or corrective and preventative measure required and advise the student of the outcome.
- While the Internal and External (if required) complaint or Appeal is being addressed and processed the student enrolment will be maintained. If it is likely to take more than 60 days, we will inform you as to why, and keep you up to date with any progress.
- All complaints/appeals are kept securely on file.
- It is our desire to have a happy learning environment that is professional and fair at all times. Complaints and appeals are discussed at Management level to lessen the likelihood of reoccurrence.

Complaints / Appeals / Suggestions Form

This may be given to the Director or Campus Manager.

Only those grievances named and signed will go through the official complaints procedure (see Student Handbook)

Student Name:

Course Title:

Grievance/Appeal/Suggestion (attach pages if needed):

Desired Outcome:

Student Signature:

Date:

OFFICE USE ONLY	
Director/Manager Action or Comment:	
Director/Manager signature:	Date:

Student VET Progress and Intervention Policy and Procedure (VET) 171026

Standard 10 of 2007 National Code

Note: The Eagle Academy has now implemented the DIBP Course Progress Policy and Procedures for all its VET courses. A copy of that document is available to all students in the Handbook.

Policy: VET Student progress is monitored and reported as per the Procedure below. If a student fails to meet course progress requirements as per the relevant procedure, the Director (or Delegate) will intervene to take appropriate action within requirements of Standard 10 of the 2007 National Code.

Unsatisfactory Progress is defined as not successfully completing or demonstrating competency in at least 50% of the units of competency / modules delivered fully in that study period.

1. At the end of each study period*, students are formally monitored and assessed for satisfactory Progress.

* A study period is either 10 or 20 study weeks.

2. Progress is monitored and assessed by the Director and staff as directed. Monitoring is as per the DEEWR-DIAC Course Progress Policy and Procedures, and assessment occurs against the following definition of Unsatisfactory Progress.

Unsatisfactory Progress is defined as not successfully completing or demonstrating competency in at least 50% of the units of competency / modules delivered fully in that study period.

3. **Intervention** of “At Risk Students*” occurs to look at solutions or support that can be offered to students, at any point during their study, and depends on the length of the course. Generally Course progress is monitored informally, especially in the second half of a study period. If a trainer/ assessor is concerned, he/ she will approach, and subsequently meet with the “At Risk Student” and together discuss strategies to overcome the problem. Student will be offered Support services as required, and/ or extra tutorial assistance, or alternative assessment strategies, suitable for the student. All attempts are made to intervene in a proactive and informal manner BEFORE students require formal intervention. Intervention may also involve counselling students on the suitability of the student’s course, their workload, or counselling on factors outside of their course, if required. IF THE STUDENT IS NOT PROGRESSING SATISFACTORILY BECAUSE THEY MISSED ASSESSMENT SESSIONS, A CHARGE MAY BE LEVIED TO COVER THE COSTS OF RUNNING EXTRA ASSESSMENT SESSIONS.

4. If a student is at high risk* of not meeting Progress requirements, any agreed strategies are formally written. Relevant staff notified of Strategies implemented.

5. Action taken/ Outcome to be recorded by Director. Continued monitoring on a semi-formal and regular interval with staff and student occurs.

6. ALL students are FORMALLY assessed and monitored at the completion of a study period. Where a student has failed to meet Satisfactory Progress requirements at the completion of a study period (see Point 2 above), students are personally contacted and counselled as per the above Intervention process. Students are invited to participate in re-assessments where they have previously failed, or been deemed NYC. He/ she is formally notified in writing that not having satisfactory progress in a second consecutive study period, will result in the Academy issuing them with a Notice of Intent to Report them to DIAC for Unsatisfactory course progress. Where there is no consecutive study period, the student will receive a Notice informing them that they are to be reported for unsatisfactory Progress, and advised of appeal mechanisms at this point. If a student submits outstanding work that allows them to be deemed as having satisfactory progress, within the Appeal period, the Academy will take such submissions into favourable account, and not report the student.

7. If a student has UNSATISFACTORY progress for a second consecutive study period, he/she is formally issued with a Notice of Intent to Report them to DIAC for Unsatisfactory course progress. The notice will include information on the student’s right to appeal within 20 working days, and the grounds for appeal (incorrect calculation of progress, compassionate or compelling reasons, or The Eagle Academy not implementing this Policy and Procedure correctly). All outcomes are recorded and copies given to the student. If any appeal (including external appeal) is unsuccessful, or the student does not appeal, the student is reported through the PRISMS system.

Vet Progress & Intervention Policy 171026

Definitions:

“At Risk Student” A student that Training or Assessing staff feels is at some risk of not progressing satisfactorily, based on informal monitoring of the student’s progress prior to the end of a study period. This is a professional judgement based on assessment tasks completed, and general observations of the student’s skills and competencies during sessions. It is aimed at intervening BEFORE formal intervention is required at the end of a study period, as per 3.6 of the DEEWR – DIAC Progress Policy.

“High Risk Students” are those that Training or Assessing staff, using professional judgement, feels will probably fail to meet satisfactory progress requirements at the end of the study period, or a student who has been given an “unsatisfactory progress” result in their first study period. Where possible, formal intervention occurs BEFORE the end of the study period, and formal notes are recorded.

WHO is responsible for each of the steps?: The Director, and any delegated staff, are responsible for defining the workload for the study period, checking progress, deciding who is at risk, implementing (or directing the implementing of) the intervention strategy and reporting of the student. Appeals are as per the Appeals Policy and Process. Staff however should be vigilant, and alert the Director to students who they notice are not keeping up with set tasks or assessments. Records will be kept centrally in the Student’s Profiles Folders.

WHEN will each step take place? Informal intervention of “At risk” and “High Risk” students can occur anytime the director feels appropriate as per Point 3-5. Intervention of those occurring as a result of formal monitoring and assessment of course progress occurs immediately after the end of a study period, and always within 4 weeks of the beginning of the subsequent study period. Appeals are allowed as per point 7.

HOW will each step be taken? Staff recording assessment results on profile sheets, and trainers signing off on observation sheets, are to alert the Director to any “At Risk” students AT ANY TIME. Students will be issued with a note to make an appointment to have a meeting with the Director, or delegated staff. Students that are to be reported are hand delivered the Notice, or if not possible, a copy is emailed/ posted, as well as a copy being sent to their Education Agent. Pro-forma letters are attached, and generated by the Administration System. Records of all interventions, appeals and reporting are kept on the students’ files.

Completion of a course within the expected duration of study

The continuous assessment and delivery strategies of our courses should mean that no student is incapable of completing their course on time. As students do not have choice of how many units to study at any time, the monitoring of a student’s individual workload is not required, other than as part of an intervention strategy, where additional assistance and opportunities as (opposed to extra workload) is offered. If for some reason there is a variation in the student’s workload which may affect the student’s expected completion date, this is to be recorded on the student’s file, along with the reasons for it.

This document should be read in conjunction with the following:

- I. DIBP Course Progress Policies and Procedures
- II. Subsection 19(2) of the ESOS Act
- III. Standards 9 & 10 of the National Code

STRATEGY for PROVISION OF EXTRA LEARNING SERVICES & SCHEDULE OF FEES

Students have weekly access to timetabled tutorial sessions to assist them with ANY aspect of their course, free of charge. If a student is falling behind or requires extra learning services, they will be directed to that free service. However if a student misses a test, or a formal observation of skills session, or fails to submit work on time (without a medical certificate or good reason), and later wishes to be assessed in those areas, there is a \$20 per assessment item fee charged to cover expenses. This is to prevent students deliberately missing sessions, and then later presenting themselves expecting to catch up on all missed assessments at a time that suits them.

DIBP Course Progress Policy and Procedures for CRICOS Providers of VET Courses

This policy must be read in conjunction with the adjoining explanatory notes

1. The National Code 2007

1.1 Under Standard 11.2 of the National Code 2007, a provider who implements the DIBP Course Progress Policy and Procedures for its vocational education and training (VET) courses is **not** required for ESOS purposes to monitor attendance for those courses.

2. Indicating the decision to implement the DIBP Course Progress Policy and Procedures

2.1 A provider who chooses to implement the DIBP Course Progress Policy and Procedures must implement the policy and procedures for **all** of its CRICOS registered VET courses. The provider registers this choice through PRISMS.

3. Policy

3.1 The provider must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

3.2 The provider must assess each student's progress at the end of each compulsory study period. While the length of a study period is determined by the provider, study periods are usually terms or semesters. Ten weeks is usually considered the minimum length of time in which it is reasonable for the provider to make an assessment of a student's course progress. For the purposes of this policy, the maximum length for a study period is six months. Where a provider does not divide courses into study periods, course progress must be monitored at least every six months.

3.3 Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. The provider must define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

3.4 The provider must have an intervention strategy for any student who is not making satisfactory course progress. It must be made available to staff and students and must specify:

- i. procedures for contacting and counseling students;
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.

3.5 The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

3.6 At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined in 3.4 is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if a provider identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the provider is encouraged to implement its intervention strategy as early as practicable.

3.7 If a student is identified as not making satisfactory course progress in a **second consecutive compulsory** study period in a course, the provider must notify the student of its intention to report the student to DIAC for unsatisfactory progress. The provider does this through the written notice described in 3.8.

3.8 The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the registered provider's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- i. provider's failure to record or calculate a student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

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

- i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider does not report the student, and there is no requirement for intervention.

ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.

3.10 Where:

- i. the student has chosen not to access the complaints and appeals processes within the 20 working day period,
- ii. the student withdraws from the process, or
- iii. the process is completed and results in a decision supporting the registered provider (i.e. the student's appeal was unsuccessful) the registered provider must notify the Secretary of DEST through PRISMS, as soon as practicable, of the student not achieving satisfactory course progress. Last update May 2008

Giving information about accepted students

A registered provider must give the Secretary particulars of any breach by an accepted student of a prescribed condition of a student visa as soon as practicable after the breach occurs.

Note 1: The Minister may take action under Division 1 of Part 6 against a registered provider that has breached this section. A breach of this section is also an offence: see section 104.

Note 2: It is an offence to provide false or misleading information in complying or purporting to comply with this section: see section 108.

Standard 10 of the National Code: Standard 10 – Monitoring course progress

Outcome of Standard 10

Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

10.1 The registered provider must monitor, record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with the registered provider's documented course progress policies and procedures.

10.2 The registered provider must have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:

- a. requirements for achieving satisfactory course progress
- b. process for assessing satisfactory course progress
- c. procedure for intervention for students at risk of failing to achieve satisfactory course progress
- d. process for determining the point at which the student has failed to meet satisfactory course progress, and
- e. procedure for notifying students that they have failed to meet satisfactory course progress requirements.

10.3 The registered provider must assess the course progress of the student in accordance with the registered provider's course progress policies and procedures at the end point of every study period.

10.4 The registered provider must have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify: 2

- a. procedures for contacting and counselling identified students
- b. strategies to assist identified students to achieve satisfactory course progress, and
- c. the process by which the intervention strategy is activated.

10.5 The registered provider must implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

10.6 Where the registered provider has assessed the student as not achieving satisfactory course progress, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

10.7 Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEST through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Progress Intervention Meeting Form 171010

Student Name: _____

Course Title: _____

Study Period: _____ 1st / 2nd / 3rd

Is this the second consecutive SP of unsatisfactory progress? YES / NO

SP Start Date: _____ **SP End Date:** _____

Minimum Satisfactory Course Progress Requirements in a Study Period

*Study Periods (SP) are 20 tuition weeks unless otherwise shown.	First Study Period	Second Study Period	Third Study Period
Certificate I in Sport & Recreation	4 (of 8) *10wk SP		
Certificate II in Sport & Recreation	6 (of 11)		
Certificate III in Sport & Recreation	3 (of 6)	4 (of 9)	
Diploma of Sport Development	4 (of 8)	6 (of 12)	
Certificate III in Fitness	3 (of 6)	5 (of 9)	
Certificate IV in Fitness	3 (of 6)	5 (of 9)	
Diploma of Fitness	3 (of 6)	4 (of 7)	
Certificate II in Outdoor Recreation	8 (of 15)		
Certificate III in Outdoor Recreation	2 (of 4) *10wk SP	10 (of 20)	
Certificate IV in Outdoor Recreation	6 (of 12)	10 (of 19)	
Course in Preliminary Spoken & Written English	4 (of 7)		
Certificate I in Spoken & Written English	4 (of 7)		
Certificate II in Spoken & Written English	4 (of 7)		
Certificate III in Spoken & Written English – 6m	5 (of 9)		
Certificate III in Spoken & Written English – 12m	2 (of 3)	3 (of 6)	
Certificate IV in Spoken & Written English – FS	2 (of 3)	2 (of 4)	
Certificate IV in Spoken & Written English – E	1 (of 1)	3 (of 5)	
Certificate I in Business	3 (of 6) *10wk SP		
Certificate II in Business	6 (of 12)		
Certificate III in Business	6 (of 12)		
Certificate IV in Business	5 (of 10)		
Diploma of Business	1 (of 2) *10wk SP	3 (of 6)	
Advanced Diploma of Business	2 (of 4)	2 (of 4)	
Advanced Diploma of Management	2 (of 4)	2 (of 4)	
Advanced Diploma of Leadership & Management	1 (of 2)	2 (of 4)	3 (of 6)

Please note only compassionate/compelling reasons are valid reasons for poor progress.

Reason for Intervention: E.g. Not progressing at expected rate			
Study Plan: E.g. Student needs to attend MLD, Tuit Day & study 5 hours at home per week.			
Student Comment: E.g. I will commit to the study plan.			
Further Action Required:	No / Yes	If Yes what type	Course Transfer / Extend CoE
Trainer Signature:			Date:
Student Signature:			Date:
Manager Signature:			Date:

Summary Flowchart Of Attendance Policy & Procedure (ELICOS Only) 170821

Policy: Student attendance is monitored for ELICOS courses only. If a student fails to meet attendance requirements as per the relevant procedure, the Academy will take appropriate action within requirements of the current National Code.

1. Students sign in to verify attendance before and after sessions. This is monitored by staff. Staff scan and send Rolls to the Attendance Officer (AO) at least fortnightly, but preferable weekly. The AO collates and enters data in FENIX within a week of receipt. Trainers aware of a student not present for more than 5 days of expected study should notify their Manager.

2. Students are monitored informally, according to Current Attendance Rates (CAR) and regularly sent advisory emails, "At Risk" emails, or warnings, depending on their rate. Students are formally monitored for attendance at the completion of each four week period, against the total absenteeism hours. Students are formally under 80% when they can no longer attain 80% for the scheduled course total hours. *With permission, students may attend beyond 20 hours in a week, to catch up on hours in previous weeks missed. Fees may apply.

3. Intervention of "At risk students" (considering factors such as previous history of attendance, how far into the course the student is at that point, course length etc) occurs to advise them either informally or formally of their obligations as a student. Students are informally "at risk" when they have a CAR of < 85%. A more formal "Serious Risk Warning" occurs if a student has missed more than 140 hours in total (formally "At Risk"). The warning includes a request for a counselling meeting. Students will be notified that they will be reported (warned by letter) when they have missed >160 hours. (Those who have missed 240 hours are below 70%). The Notice includes Appeal information.

4. Students who fail to attend for more than 5 expected days, are also formally warned by letter, and counselled as appropriate.

5. Students above 70% but below 80% may not be reported in accordance with the Code around having compelling and compassionate reasons. Completion of hours and/or the course during the appeal period will be considered.

6. Student reported if required, as per the National Code, if they failed to appeal, or lost their appeal.

7. Copies of all reports and forms to be kept on student's file. Student notified of outcome in writing.

Student Attendance Policy and Procedure (ELICOS ONLY) 170821

The Eagle Academy's Attendance Policy and Procedure draws heavily on the internationaleducation.gov.au Explanatory Guidelines, and the 2008 – 2010 advice of Dr Seid of the then DEEWR about recording, monitoring and reporting attendance matters.

The Eagle Academy only monitors attendance for its ELICOS courses. Any VET registered courses are monitored via the approved DET - DIBP Progress Policy.

After the P & P flowchart, relevant sections of the National Code are guidelines are provided, as well as relevant Government supplied questions and answers, giving support to our policies and Procedures.

Key points:

- This P&P is to be supplied to all staff, and discussed at Full Staff Meetings, at least annually.
- Relevant sections of this P&P document is to be included in the Student Handbook and available for download.
- This document has a version control date to the right of the heading

The following applies only to Eagle Academy ELICOS courses and students.

1. A "Study Period" is considered as 20 weeks tuition.
2. All formal notifications are issued to the student's email address as given to The Eagle Academy. **It is the student's responsibility to advise the Academy of any change to that email address.** While the Academy may also attempt to contact the student via other means, it is not required to do so as part of this policy.
3. Informal "At Risk" is a student with a Current Attendance Rate of < 85%.
4. Formal "At Risk" is a student who has missed a total of > 140 hours scheduled course contact hours.
5. As per the National Code 11.3, students are expected to attend a minimum of 80% of scheduled course contact hours to achieve satisfactory attendance. Eagle Academy ELICOS courses have 800 scheduled contact hours. 20% of 800 hours = 160 hours. A student can no longer meet the 80% requirement once they have been absent for more than 160 hours. Note there is nothing in the Code requiring a student to be reported for unsatisfactory attendance in a Study period, or shorter time frame. This is supported by the Q and A section (see final page) advice given by the Australian Government, as well direct advice by Dr. Seid of (then) DEEWR in 2010 when we formed our previous Attendance policy.
6. Students may be permitted to do additional hours in any week, to catch on any missed hours, but must have the permission of the Manager and teaching staff so the hours can be "Scheduled" for the student in that week. There may be a fee involved.
7. **A student is deemed to be achieving satisfactory attendance if they:**
 - (a) **Are achieving a C.A.R of 80% or above, or**
 - (b) **Have not exceeded 160 hours total absenteeism in the course, or**
 - (c) **Have not exceeded 240 hours total absenteeism in the course if they have been approved as having "Compelling or compassionate reasons" for having exceeded an absenteeism total of 160 hours.**

The process for assessing Attendance is as outlined below, as is the process for determining when a student has failed to meet satisfactory attendance, and the process for notifying students at the various stages.

8. Hours are recorded on individual weekly sheets held at Administration, or in classrooms. Students are to initial against their sign in and sign out times.
9. Attendance Forms are scanned and sent to the designated Attendance Officer on a weekly basis for input into the FENIX Student Management System.
10. FENIX automatically calculates Total Attendance hours, Total absent hours, Attendance rates (% of full attendance) and Absenteeism rates for any and all student on request, for any given date.

11. FENIX will generate a notification of current attendance rate for each student at the 4, 8, 12, and 16 week point of each Study Period, as well as the final Attendance Rate at week 20 of the Study Period. These are grouped into Reports of 85% and above, 80% – 84%, 70% - 79%, and below 70%. FENIX also generates notifications of students approaching the 160 hours absenteeism total (> 140 hours absent in less than 39 weeks study), and those exceeding the 160 hours absenteeism total. FENIX also generates a notification of students missing more than 5 consecutive days of scheduled classes.

How these various FENIX notifications are then handled.

12. 80 – 85% C.A.R. (Current Attendance Rate). For students considered “At Risk”, staff may consider whether there are any recorded MC or other reasons why the student may be “At Risk”, and a Notice can be sent to the student requesting an “At Risk” interview, as well as Warning of the consequences of Unsatisfactory Attendance. Further counselling requirements should be assessed at this point.
13. 70% - 79% C.A.R. (Current Attendance Rate). Staff will consider the Total Absenteeism Hours against the Reporting Total permitted of 160 missed hours, and the number of weeks remaining in the course. For example, a student who is 78% after 4 weeks has missed less than 18 hours of classes, whereas a student at 32 weeks has missed almost 141 hours. The former needs a warning and an “At Risk” meeting, whereas the latter will be issued a serious warning about the possibility of being reported for non-attendance at any time. This would include a request for a meeting to ensure assistance is given to ensure the student maintains satisfactory attendance, and or to evaluate any possible “compelling and compassionate” reasons for the attendance rate. Further counselling requirements should be assessed at this point.
14. < 70% C.A.R. Situation assessed as per 70% - 79% C.A.R but the absenteeism hours may be of more significance, unless the student is in the early stages of a course. Staff consider and send the appropriate warnings and meeting depending on previous meeting outcomes.
15. > 140 hours Total Absenteeism (< 39 weeks studied). Staff will consider the number of weeks remaining in the course, but in most cases a “**Serious Risk warning**” will be issued. This would include a request for a meeting to ensure assistance is given to ensure the student maintains satisfactory attendance, and or to evaluate any possible “compelling and compassionate” reasons for the absenteeism. At this point, the student can only be absent for a total of 20 hours in all remaining weeks or the course.
16. > 160 hours Total Absenteeism. **This student has now failed to meet satisfactory Attendance requirements.** Staff will issue, via FENIX, a Notice to Report for Unsatisfactory Attendance. This Notice provides for the Appeal mechanism. The exception to this would be if PRIOR to this point, the student had presented a case for compelling and compassionate consideration, or there was sufficient evidence of such circumstances (eg Medical Certificates) to allow staff to consider a student suitable for a total of 240 total Absentee Hours (70% Attendance). In such cases notes, and records of meetings and notices are to be kept on the student’s file.
17. In all cases of **compassionate and compelling** circumstances, a Manager must sign off on the allowance of 70% total attendance, and the student, where possible, should have requested consideration of their “Compelling and Compassionate” situation.
18. A student absent for **5 + consecutive days** of classes. FENIX automatically generates this notification. Staff attempt to contact the student informally, and by formal notice, sent via FENIX for an urgent meeting that may include counselling provisions as required. Normal absenteeism hours and processing continue in terms of whether or not the student is achieving Satisfactory Attendance.

Reporting a student.

1. Students who do not Appeal the Notification to Report within 20 working days will be reported via the PRISMS system as soon as practicable, and notified by email that such action has taken place.
2. Students who do appeal within the 20 working days permitted under the Appeals Policy, will have their matter considered and a decision issued in writing, and sent via email as per the appeals Policy guidelines. The outcome will also outline any further steps the Academy will take, and the external appeal mechanisms available to the student.

Course Credit (DC & RPL) POLICY & PROCEDURE 170831

Direct Credit & RPL Assessment

The Eagle Academy has developed a system of recognising skills that you possess from former informal or formal learning. We give you four different methods of providing us with the evidence needed to demonstrate that you have a particular competency. It is designed to cause you minimum cost and time, but students must be aware that RPL is a form of assessment, and hence should read our assessment material for further information.

The Eagle Academy recognises any AQF qualifications and statements of Attainment issued by any other RTO. We will give full credit for any identical qualifications or parts there-of, including competencies, modules, units, subjects and certificates obtained at another RTO. Students should complete the Direct Credit Transfer Application Form as soon as possible after enrolling in a course at The Eagle Academy. This may affect your course completion date, fees, and Visa length (if studying for student visa purposes).

All assessment at The Eagle Academy undertaken as part of RPL will incorporate principles as follows:

1. Assessments will allow for a mixture of evidence, appropriate to the unit's performance criteria and other requirements. This evidence may be supplied in four basic ways, in any suitable combination. Assessment will normally include at least two methods.
 - 1.1 Documentary evidence (Must be retained in a portfolio if possible, and marked against Units)
 - Reference letters or A Statutory Declaration witnessed by a JP, outlining and identifying skills you have demonstrated in areas related to the scope of the course and unit requirements
 - A current resume outlining your past and current work history relevant to the application
 - 3 current references that can support your application for competency
 - Research you have completed or had published
 - Registration to industry bodies
 - 1.2 Response to questioning evidence (questions documented, or supervisor satisfaction of ongoing questioning)
 - 1.3 Witnessed evidence on or off the job (Verified by supervisor over time, or Assessor)
 - 1.4 Practical or theoretical testing evidence (Assignments, Tests, Video footage completing a specific task relating to unit requirements demonstrating competency)
2. Evidence may be supplied over a period of time as required by the training package unit documentation, for competency demonstration but for RPL may not be required.
3. Assessment must be holistic where possible, making supply of the individual breakdown of some of these pieces of evidence quite difficult. It is the role of both the assessor and student to meet and determine if evidence can in fact demonstrate a competency in several units for RPL. To assist in this, training in different study periods will focus on different units. This is not to say other units may not be assessed within that period, if valid evidence is supplied.
4. All unit assessment and evidence gathering techniques are developed (by Student and Assessor) in conjunction with the appropriate Unit Outline from the Training Package to ensure appropriateness.
5. All DC/RPL assessments and fees are worked out on a case by case basis. Additional fees may apply for any units that require assessment by 3rd party operators.

General Cost DC

- \$10 per DC unit that will appear on a qualification.
- There is no cost when DC is being acknowledged to remove the unit from a course.
- Students enrolled in Qld Government Funded courses are exempt from the DC fee.

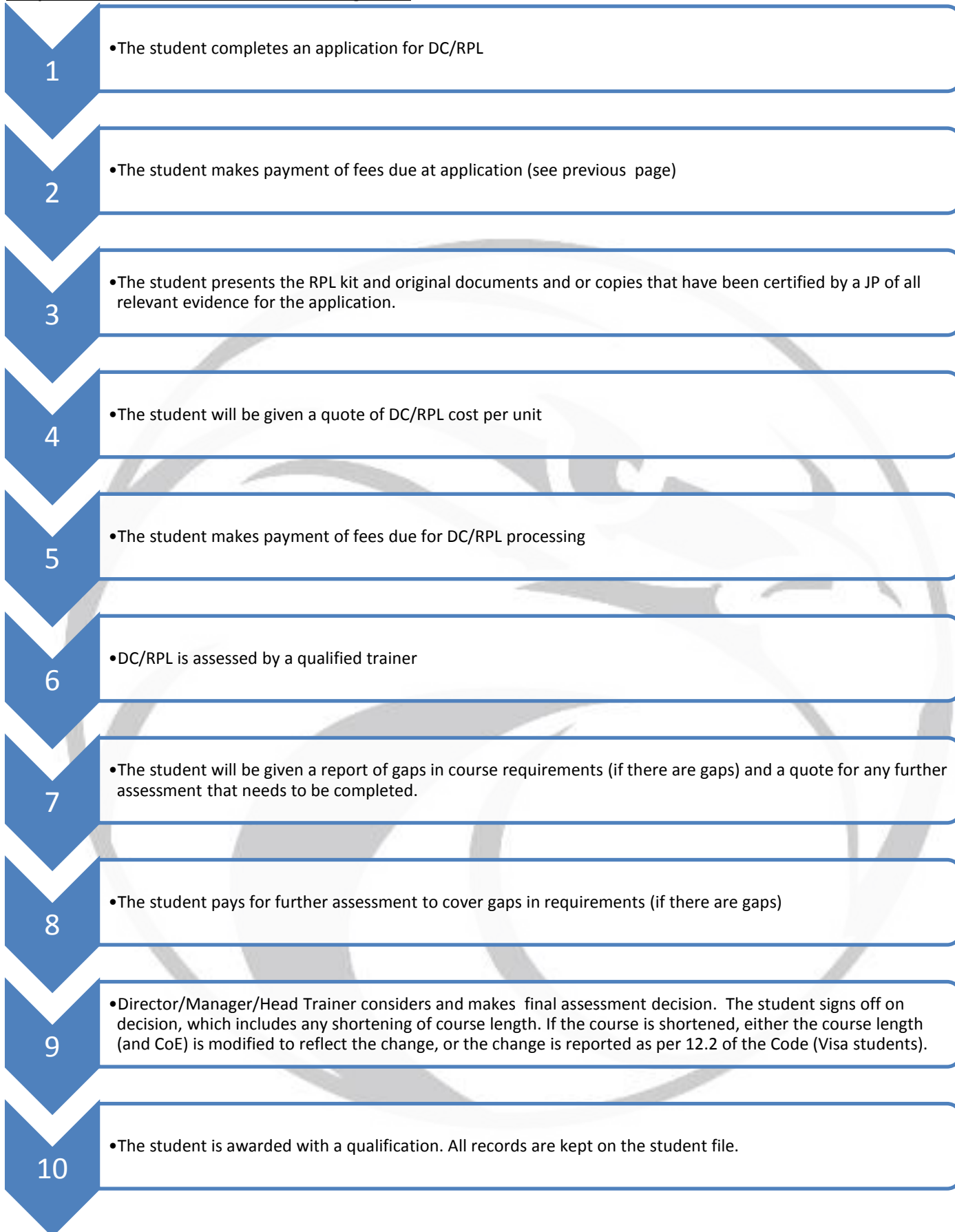
General Cost RPL

- \$100 RPL enrolment fee. This must be paid before the below costs can be estimated.
- \$- per RPL unit. Determined by course, unit and evidence supplied. This must be paid before an RPL assessment result will be given to the student.
- \$- per unit not able to be assessed by RPL and/or requiring 3PTO assessment. Equal to the standard unit cost or less. Determined by course, unit and evidence supplied.
- Prices below exclude 3PTO costs

Course	Total Units in Course	Estimated RPL Cost Per Unit
Certificate I in Sport and Recreation	8	\$90
Certificate II in Sport and Recreation	11	\$140
Certificate III in Sport and Recreation	15	\$150
Diploma of Sport Development	20	\$150
Certificate III in Fitness	16	\$80
Certificate IV in Fitness	15	\$120
Course in Preliminary Spoken and Written English	7	\$180
Certificate I in Spoken and Written English	7	\$180
Certificate II in Spoken and Written English	7	\$180
Certificate III in Spoken and Written English	9	\$250
Certificate IV in Spoken and Written English - Further Studies	7	\$320
Certificate IV in Spoken and Written English - Employment	7	\$320
Certificate I in Business	6	\$100
Certificate II in Business	12	\$120
Certificate III in Business	12	\$120
Certificate IV in Business	10	\$130
Diploma of Business	8	\$225
Advanced Diploma of Business	8	\$340
Advanced Diploma of Leadership and Management	12	\$340
Certificate II in Outdoor Recreation	15	\$150
Certificate III in Outdoor Recreation	24	\$150
Certificate IV in Outdoor Recreation*	31	\$160

*PADI Courses - If it is more than a year old; evidence of recent dives will also need to be required.

Simple STEPS in Direct Credit or RPL Recognition



National Code Standard 12: Recognition of Qualifications & Credit Transfer Policy
Standards for Registered Training Organisations 2015 Clause 3.5: Provide Credit for prior studies

APPLICATION FOR RECOGNITION OF PRIOR LEARNING (RPL)

Please complete and return to the Campus Manager.

Name: _____ **Date:** _____

Course Title: _____

Modules/Units for which RPL is being applied for:

CODE	TITLE

Please list qualifications on which RPL should be based:

Please list previous/current work experience/volunteer experience on which RPL should be based: (Documentation or referees may be required)

(Attach evidence or more information as appropriate)

I have read and understand the RPL & Direct Credit Policy and Procedure.

Student Signature: _____

OFFICE USE ONLY		
Recommendations		
Director/Manager Signature:		Date:

Application For Direct Credit Transfer

Please complete and return to the Campus Manager as soon as possible after enrolment.

Name: _____ **Date:** _____

Course Title: _____

Certificate Levels and/or competencies for which Direct Credit Transfer is being applied:

Certificate Levels	Competencies/Units/Modules/Subjects	Institution	Date Obtained

Please attach certified copies of qualifications for which Direct Credit Transfer is sought to this form, or present the Director with Originals for sighting, and copying.

I have read and understand the RPL & Direct Credit Policy and Procedure.

Student Signature: _____

OFFICE USE ONLY			
Recommendations			
Director/Manager Signature:		Date:	

Deferral / Suspension of Study Policy & Procedure 171026

Standard 13 of 2007 National Code

If your application for a deferral or suspension of studies is successful the details will be recorded in PRISMS and electronically sent to the Department of Immigration and Border Protection (DIBP). DIBP may investigate the deferral or suspension and depending on the circumstances may cancel the student visa. Before submitting an application to defer or suspend study students should refer to the Department of Immigration and Border Protection (DIBP) website <https://www.border.gov.au>, or call 131 881, for advice on how this application may affect their visa.

Terminology

Defer: postpone commencement of studies

Suspend: to temporarily put commenced studies on hold

Policy

Students may apply to the provider for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances). *This is different to applying for holidays outside of the normal terms. Flexible terms are an integral part of our courses, and students applying to alter terms or semesters, or have holidays at different times, should consult the manager/director, to see if it is possible.*

The Manager/Director may choose to grant or decline any student's request for deferment or suspension of studies. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course attendance, progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where The Eagle Academy was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. The Manager/Director will use professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the Manager/Director will consider documentary evidence provided to support the claim.

Acceptable Evidence for Deferral/Suspension

Evidence must be translated by a certified translator. Other types of evidence may be required depending on the compassionate/compelling reason. Some common evidence types are below.

- Airline Tickets – prove date leaving & returning. Required for all applications where the student is leaving the country.
- Death Certificate – in some cases further evidence will need to be supplied to prove relationship.
- Medical Certificate – in some cases further evidence will need to be supplied to prove relationship.
- Marriage Certificate – in some cases further evidence will need to be supplied to prove relationship.
- Counsellor, Psychologist or Psychiatrist report.
- Police Report.
- Written personal statement of exceptional compassionate/compelling circumstances and the affects it has had on the students studies.

A student's enrolment or Visa may be cancelled if fraudulent/misleading evidence relating to a deferral/suspension is submitted with the application.

The Manager/Director may choose to temporarily suspend a student's enrolment if he deems the student's behaviour to be unacceptable for an educational setting. See Code of Conduct.

Procedure



Application to Defer / Suspend Study

This form must be given to the Campus Manager/Director.

Name: _____

Current Address: _____

Course Title: _____

Defer/Suspend Start: _____ **Defer/Suspend End:** _____

Current VISA end date: _____ **OHSC End Date:** _____

Reason for Request: *(attach extra pages if needed)* _____

Tuition catch-up plan: _____

I understand that this may affect my Visa and I should contact Immigration for information regarding my deferral/suspension of studies and changes to my course dates. I have attached relevant documents (Doctor's Certificates, airline tickets, detailed letter regarding my situation, etc). I confirm that the relevant documents I have submitted are not fraudulent. I understand if I do not recommence my studies as per dates above my CoE may be cancelled.

Student's Signature: _____ **Date:** _____

OFFICE USE ONLY

Director/Managers Action/Comment:

Directors/Managers signature:		Date:	
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Access and Equity Policy 130423

The Eagle Academy values Social Justice. The Academy is committed to acknowledging and providing for the right of all people to have fair access to the services of society, to be treated in caring and equitable ways, and to live with dignity in an environment free from bias, prejudice, and discrimination. **All staff at the Academy, and any trainers, share the responsibility that our Policy is adhered to at all times.**

The Eagle Academy is committed to Equal Opportunity and recognises its responsibilities under both State and Federal anti-discrimination legislation. To this end we are striving to promote non-discrimination against any person on the grounds of sex, sexual preference, marital status, pregnancy, race, political or religious conviction, disability, or age. We are likewise striving to create a harassment-free environment, and promote equality of opportunity for disadvantaged groups, and bias-free communication.

New students to the Academy are assessed for Language, Numeracy and Literacy if in the opinion of the Director that student may not be able to cope with the LLN requirements of the course, as determined at Induction interview.

Students who feel that the Academy's Access and Equity Policy has been breached are encouraged to follow the Grievance Policy above until the issue is satisfactorily resolved.

Harassment Policy 130423

The Eagle Academy is committed to ensuring that the working environment is free from sexual harassment. Sexual harassment will not be tolerated under any circumstances and disciplinary action will be taken against any employee or student who breaches this policy.

Objectives regarding sexual harassment:

The Eagle Academy aims to:-

1. Create a working environment which is free from sexual harassment and where all students and staff are treated with dignity, courtesy and respect;
2. Implement training and awareness raising strategies to ensure that all students and employees know their rights and responsibilities;
3. Provide an effective procedure for complaints based on the principles of natural justice;
4. Treat all complaints in a sensitive, fair, timely and confidential manner;
5. Guarantee protection from any victimisation or reprisals;
6. Encourage the reporting of behaviour which breaches the sexual harassment policy;
7. Promote appropriate standards at all times

Definition of Sexual Harassment:

Whilst there appears to be no single, universally accepted definition of sexual harassment, the definition adopted by The Eagle Academy is consistent with the legal definition.

Sexual Harassment is defined as any unwanted, unwelcome or uninvited behaviour of a sexual nature, which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour, which creates a sexually hostile environment.

Examples of Sexual harassment include:

- Uninvited touching
- Uninvited kisses or embraces
- Smutty jokes or comments
- Making promises or threats in return for sexual favours
- Displays of sexually graphic material including posters, pin-ups, cartoons, graffiti, or messages left on notice boards, desks or common areas
- Repeated invitations to go out after prior refusal
- “flashing” or sexual gestures
- sex-based insults, taunts, teasing or name-calling
- staring or leering at a person or at parts of their body
- unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them
- touching or fiddling with a person’s clothing e.g. lifting up skirts or shirts, flicking bra straps, or putting hands in a person’s pockets
- requests for sex
- sexually explicit conversation
- persistent questions or insinuations about a person’s private life
- offensive phone calls or letters
- stalking
- offensive e-mails or computer screen savers

What Sexual Harassment is not:

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

Sexual Harassment is against the Law:

Sexual harassment is prohibited by the Federal Sex Discrimination Act, 1984, and the Anti-Discrimination Act, 1991 (Qld).

Circumstances in which Sexual Harassment can occur:

Sexual harassment is not just unlawful during normal Academy hours or on the campus itself. The behaviour is illegal in any Academy-related context, including travelling to the Academy, conferences, camps, Academy functions and parties, excursions etc.

The Consequences that can be imposed if this Policy is breached:

Depending on the severity of the case, consequences can include an apology, counselling, suspension, expulsion or dismissal, or other forms of appropriate disciplinary action. Immediate disciplinary action will be taken against anyone who victimises or retaliates against a person who has complained of sexual harassment. Students who feel that the Academy’s harassment Policy has been breached are encouraged to follow the Grievance Policy guidelines until the matter is satisfactorily resolved.

Other Fees 170310

Part of the conditions of enrolment is that students must accept that other fees apply for access to staff assistance and assessment items if a student failed to attend the original piece of assessment without good reason. The Academy reserves the right to change these fees at any time. The Campus Manager or Director may choose to impose or withhold these fees at their own discretion.

Fees will be waived where it is evident the student is suffering some type of hardship.

Enrolment & Cancellation

- \$100 to change CoE Details after creation (unless the Academy was at fault).
- \$100 to transfer campuses. This fee is only charged if transferring campuses after commencement of study.
- \$50 International Transfer Fee (unless covered by the ESOS act – visa refusal). A transfer fee may be deducted to cover bank transfer fees if you are completing an international transfer.
- \$200 to cancel a course. This fee is charged once a COE has been issued, regardless of the circumstances and timing of the cancellation. The only exception to this fee is for VISA refusal which is covered under legislation.

Fees

- \$50 will be charged each week a payment is overdue.
- \$100 change of payment option fee will be charged if a payment arrangement is requested, as well as the difference between your current option and the option that you have selected.

Materials

- \$10 to replace a Course Workbook
- \$0.15 per page – after the first 10 pages

Assessment

- \$100 to reschedule the day/date of Assessment Day (unless a medical certificate is supplied)
- \$20 per Activity/Observation Reassessment (Assessment only, does not include tutoring)
- \$20 per book for marking after the book due date
- \$50 per hour for Trainer “One on One” Tutoring (outside of study periods)
- \$10 for re-print of SOA or Certificate if issued prior to 2015.
- \$10 First Aid Statement of Attainment

Textbooks & Extra Resources

- \$15 Promotional Bag
- \$20 Promotional T-Shirt or Singlet
- \$20 CP-3SWE Living in Australia Workbook
- \$20 CP-3SWE Spoken and Written English Workbook
- \$60 C4SWE Longman Academic Writing Series 4: Essays (5e)
- \$50 C4SWE Giving Academic Presentations
- \$90 C3FIT Fitness Trainer Essentials for the Fitness Instructor
- \$90 C4FIT Essential Guide to Fitness for the Personal Trainer
- \$90 DFIT The Specialised Exercise Trainer
- \$30 Strength Training Anatomy
- \$25 Business Precision Book

Excursions Courses

- Free for Sport & Recreation students
- \$20 per Eagle Academy student - Bushwalking, Kayaking, Fishing, Rock Climbing/Abseiling or SUP (Subject to availability)
- \$40 per Eagle Academy student – Surfing & Low Ropes (Subject to availability)
- If you are a Non Eagle Academy student please contact Administration Staff for prices.

Academic Calendar - 2017

2017

Mon Commencement								Public Holidays								Academy Holidays							
Brisbane Public Holiday								Gold Coast Public Holiday															
January								February								March							
Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S
							1	2			1	2	3	4	5	6			1	2	3	4	5
	2	3	4	5	6	7	8	3	6	7	8	9	10	11	12	7	6	7	8	9	10	11	12
	9	10	11	12	13	14	15	4	13	14	15	16	17	18	19	8	13	14	15	16	17	18	19
	16	17	18	19	20	21	22	5	20	21	22	23	24	25	26	9	20	21	22	23	24	25	26
1	23	24	25	26	27	28	29	6	27	28						10	27	28	29	30	31		
2	30	31																					
April								May								June							
Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S
10						1	2	3	1	2	3	4	5	6	7	7				1	2	3	4
	3	4	5	6	7	8	9	4	8	9	10	11	12	13	14	8	5	6	7	8	9	10	11
	10	11	12	13	14	15	16	5	15	16	17	18	19	20	21	9	12	13	14	15	16	17	18
1	17	18	19	20	21	22	23	6	22	23	24	25	26	27	28	10	19	20	21	22	23	24	25
2	24	25	26	27	28	29	30	7	29	30	31						26	27	28	29	30		
July								August								September							
Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S
						1	2	4		1	2	3	4	5	6	8					1	2	3
	3	4	5	6	7	8	9	5	7	8	9	10	11	12	13	9	4	5	6	7	8	9	10
1	10	11	12	13	14	15	16	6	14	15	16	17	18	19	20	10	11	12	13	14	15	16	17
2	17	18	19	20	21	22	23	7	21	22	23	24	25	26	27		18	19	20	21	22	23	24
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4	31																						
October								November								December							
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							1	5			1	2	3	4	5	9					1	2	3
1	2	3	4	5	6	7	8	6	6	7	8	9	10	11	12	10	4	5	6	7	8	9	10
2	9	10	11	12	13	14	15	7	13	14	15	16	17	18	19		11	12	13	14	15	16	17
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4	23	24	25	26	27	28	29	9	27	28	29	30					25	26	27	28	29	30	31
5	30	31																					

Academic Calendar - 2018

2018																							
Mon Commencement								Public Holidays								Academy Holidays							
Brisbane Public Holiday								Gold Coast Public Holiday															
January								February								March							
Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S
	1	2	3	4	5	6	7	2				1	2	3	4	6				1	2	3	4
	8	9	10	11	12	13	14	3	5	6	7	8	9	10	11	7	5	6	7	8	9	10	11
	15	16	17	18	19	20	21	4	12	13	14	15	16	17	18	8	12	13	14	15	16	17	18
1	22	23	24	25	26	27	28	5	19	20	21	22	23	24	25	9	19	20	21	22	23	24	25
2	29	30	31					6	26	27	28					10	26	27	28	29	30	31	
April								May								June							
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10							1	3		1	2	3	4	5	6	7					1	2	3
	2	3	4	5	6	7	8	4	7	8	9	10	11	12	13	8	4	5	6	7	8	9	10
	9	10	11	12	13	14	15	5	14	15	16	17	18	19	20	9	11	12	13	14	15	16	17
1	16	17	18	19	20	21	22	6	21	22	23	24	25	26	27	10	18	19	20	21	22	23	24
2	23	24	25	26	27	28	29	7	28	29	30	31					25	26	27	28	29	30	
3	30																						
July								August								September							
Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S
							1	4			1	2	3	4	5	8						1	2
	2	3	4	5	6	7	8	5	6	7	8	9	10	11	12	9	3	4	5	6	7	8	9
1	9	10	11	12	13	14	15	6	13	14	15	16	17	18	19	10	10	11	12	13	14	15	16
2	16	17	18	19	20	21	22	7	20	21	22	23	24	25	26		17	18	19	20	21	22	23
3	23	24	25	26	27	28	29	8	27	28	29	30	31				24	25	26	27	28	29	30
4	30	31																					
October								November								December							
Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S
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2	8	9	10	11	12	13	14	6	5	6	7	8	9	10	11	10	3	4	5	6	7	8	9
3	15	16	17	18	19	20	21	7	12	13	14	15	16	17	18		10	11	12	13	14	15	16
4	22	23	24	25	26	27	28	8	19	20	21	22	23	24	25		17	18	19	20	21	22	23
5	29	30	31					9	26	27	28	29	30	31			24	25	26	27	28	29	30
																	31						

