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AUSTRALIAN STUDENT HANDBOOK



Welcome to The Eagle Academy - Where we make Educated Champions

From the Director

As you will see on the following pages, The Eagle Academy is Australia's best choice as a complete Sports Academy.

Our aim is to provide the highest quality of teaching and coaching, in high quality surroundings, to give our students a distinct advantage over others. The recognition that quality is more important than quantity is the cornerstone of our philosophy here at The Eagle Academy.

We combine with other leading Sports Academies and Centres to deliver our programs (see below). By using these specialist Academies, all leaders in their chosen sports, we access a range of the highest qualified coaches, and best facilities in Australia.

I would like to welcome you to the Academy, and trust that your course is everything you hoped for, that your sporting ability improves, and most importantly that you enjoy your time with us. Please let me know if I can be of assistance at any time.

Greg Knitter
Director



Mr Knitter is a qualified and registered Health, Physical Education Teacher with over 30 years of experience in teaching, coaching, sports administration and educational administration. He has coached literally hundreds of state and regional level champions in a range of sports. He has been recognised as one of the top Junior Sports Coaches in the nation, and has been the Principal of an International Primary and Secondary College. He has also held several state and national records in Master's Sport, and competed at state, national and international level in a range of sports. His extensive knowledge and ability in the areas of sport, 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:

- Devocean Dive School
- Clem Jones Sports Centre Brisbane
- Future Reflections Fitness Centre Coolangatta
- The Golf School Palm Meadows
- Walk on Water Surf School Coolangatta
- Broadbeach Surf School

Privacy Statement

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 Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; 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.

The Australian Government provides a full outline of the ESOS Framework which tells INTERNATIONAL students of your rights and responsibilities. Please read it. You can find it at: http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf

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 Services

Students can access support by simply asking any staff member. If the staff member cannot assist, they will refer you to the Director who will endeavour to assist you in finding the service you require.

ENGLISH LANGUAGE SUPPORT: Your course has Language entry requirements. You may be required to sit 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.

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

MEDICAL SERVICES: There are several medical practices within close proximity to The Eagle Academy. There are also several hospitals within 20 minutes of the Academy, in Southport, Ashmore, and in Brisbane.

TELEPHONES: There are a number of public telephones for student use located within a 5 – 10 min walk. Students may also use the Academy phone. A small charge will be made to cover costs.

LIBRARY: Students can access the small Professional Libraries by request to the Campus Manager who will assist you in sourcing the information, or type of book required.

E-MAIL: Students have access to the Internet during class and tutorial hours 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 assist them.

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 (GC Centre)	Coolangatta (GC South)
COURSES				
SIS10115 Certificate I in Sport & Rec		•	•	•
SIS20115 Certificate II in Sport & Rec		•	•	•
SIS30115 Certificate III in Sport & Rec		•	•	•
SIS50612 Diploma of Sport Development		•	•	
SIS30315 Certificate III in Fitness	•	•	•	
SIS40215 Certificate IV in Fitness	•	•	•	
SIS40313 Certificate IV in Outdoor Recreation		•	•	
BSB10115 Certificate I in Business	•		•	
BSB20115 Certificate II in Business	•		•	
BSB30115 Certificate III in Business	•		•	
BSB40215 Certificate IV in Business	•	•	•	
BSB50215 Diploma of Business	•	•	•	
BSB60215 Advanced Diploma of Business				
BSB61015 Advanced Diploma of Leadership and Management				
FACILITIES				
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	•	•	•	•

The Eagle Academy is situated at Level One, 70 Griffith St Coolangatta (Gold Coast South) , 56 Nerang Street, Southport (Gold Coast Central), the Clem Jones Centre in Carina (Brisbane East) and 360 St Pauls Terrace, Fortitude Valley (Brisbane Central).

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.



Fees

Each course offers a range of Fees to suit various budgets and requirements. A more detailed Price and Payment sheet is available from the Academy. Eligible students may also be able to access Queensland Government Funding under a VET Investment Program. If you would like to know more about funding eligibility criteria please contact your local administration team.

Fees generally would not change during a course, however if a price rise occurs in a service not provided directly by us, for example surfing lessons, then The Eagle Academy reserves the right to pass that increase on to consumers.

Progress Monitoring

For Qualification courses see the separate information pages for each course, but students are assessed by short knowledge tests, demonstrating competencies, and completion of workbooks or activities.

Current and past students can access their progress records and certification at any time by request to administration.

English Language/ Academic or Work Experience 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:

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.

COURSE CREDIT (Direct Credit)/ RECOGNITION of PRIOR LEARNING.

Students can apply for Recognition of Prior Learning, or Direct Credit. This may reduce course time. Please read the RPL & Direct Credit Policy for more information.

MODE of STUDY.

All courses are delivered by one or more of the modes below

- Face to Face Classroom – classes onsite set to a specific timetable
- Distance Education – Workbooks are completed offsite
- Online – Assessment is completed on or offsite online
- Workplace – Trainer/Supervisor delivers onsite
- RPL – Recognition of Prior Learning

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 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 course appropriate clothing to be worn. E.g. sport clothing for sport/fitness courses.
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 our Certificate and Diploma 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. (see also Deferring Enrolment in Part 2)

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

- Student request
- Government request or direction.
- 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, as shown in Part 2 of the Handbook.

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.

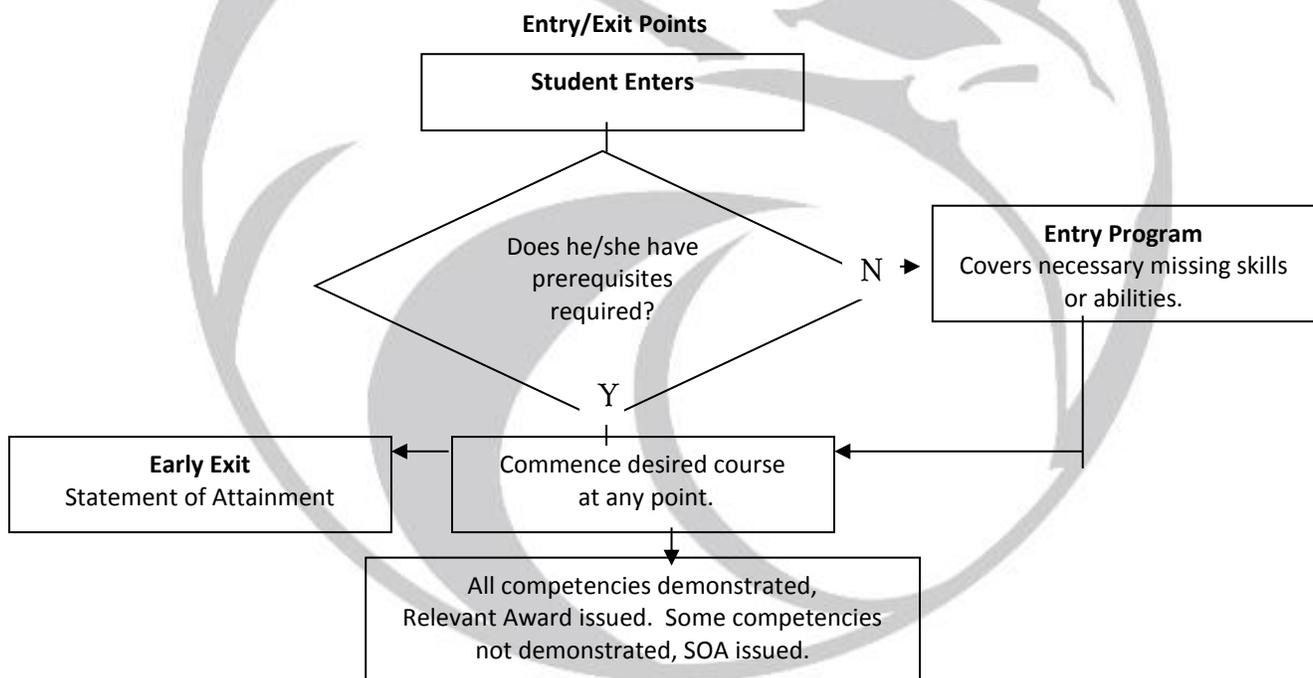
- Training and Assessment Qualifications (or be under supervision).
- Vocational Competencies and experience in the areas delivered.
- Membership of a Coaching/ Fitness/ Industry Organisation where required.

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.

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.

Public Transport to and from Campus

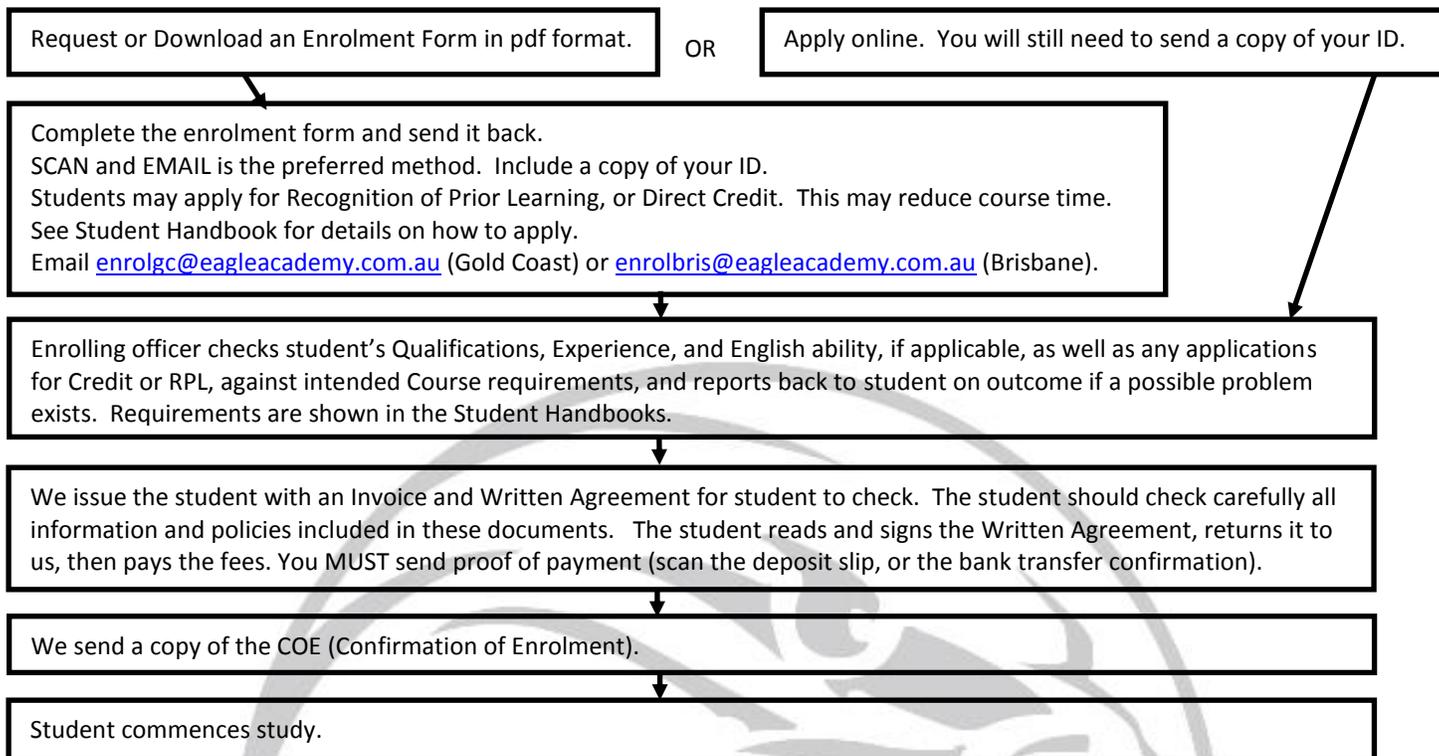
Fortitude Valley - There is a bus stop at the front of the campus on St Pauls Terrace and a train station 300m from the campus.

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.

ENROLMENT PROCEDURE & CONDITIONS (AUST) 170815



Students who want to enrol in a User Choice Traineeship will need to contact a Australian Apprenticeship Support Network (AASN) provider.

Enrolment Conditions (AUST) 170815

1. Applying students must read, (or have fully explained to them) and understand the Student Handbooks Part, the Refund Policy, the English Assessment requirements, and all other information relating to student matters, including progress requirements, before signing the Written Agreement. 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 such as surfing 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. 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.
6. 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. Students who are enrolled in a funded program are exempt from this fee unless allowed for under relevant Australian Government and State/Territory laws.

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 170815

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.

The Eagle Academy accepts payments in advance (up to \$1500 in accordance with legislation) before a Confirmation of Enrolment will be issued.

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

Fee For Service Students

There is no refund of administration fees unless allowed for under relevant Australian Government and State/Territory legislation.

Tuition refunds are made as follows,

- a. **Cancellation before commencement:** 90% of tuition fees
- b. **Cancellation once program commences:** If you cancel a program (or part of a program) of study once the program has begun, you will not be given a refund, and any fees owing to The Eagle Academy must be paid immediately.
- c. **Termination of Courses by The Eagle Academy (not due to miss conduct):** Full refund (prior to commencement) or Pro Rata (during course).
- d. **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.
- e. **Expulsion:** If a student has their enrolment terminated by the Academy, no refund will be made.

Promotions and special offers are intended for students who will complete their qualification courses only. Should a student cancel, any study undertaken will be charged at full tuition rate.

Funded Students: Certificate III Guarantee or Higher Level Skills

A refund of the co-contribution fee will be paid for any unit that was not commenced prior to cancellation or withdrawal.

Funded Students: User Choice Trainees

A refund of the co-contribution fee will be paid for any unit that was not commenced prior to cancellation or withdrawal. Proportional refunds of co-contribution fees paid by the student may be offered, where a student withdraws from a unit.

NOTES:

- Refunds will only be made on receipt of a written application to the Director/Manager 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. To apply for a refund students must complete a cancellation/refund form and email it to info@eagleacademy.com.au. Students are required to supply bank account details.
- 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 Refund Request Form (AUST)

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.

Student Name: _____

Student Type: _____ Fee for Service / Funded Cert 3 / Funded Cert 4 / Funded Trainee _____

Email Address: _____

Certificate: _____

Reason for cancellation: _____

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:	___/___/___

Checking Student's Qualifications, Experience and English Language Proficiency 100729

Standard 2.2c of 2007 National Code

1. Students complete Enrolment Form self-assessing English ability, and giving any relevant educational background, or life experience. If the student has an Agent working on their behalf the agent also has the opportunity to and is expected to assess the student's English proficiency at this point.

2. Director/Campus Manager or delegate assesses those stated standards, and background, against requirements of course applied for by the student. The manner in which the form was completed may also indicate a student's English proficiency.

3. If the student meets requirements of the course, no further action is required. If the Director/Campus Manager has doubts, he/ she may request an interview (in person or by telephone), official testing results if the course requires a certain level of proficiency or that the student completes two tests approved by The Eagle Academy either administered by the Agent or Academy.

4. Any official request for official documentation to be recorded as a file note.

Critical Incident Policy & Procedure

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 hour's 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

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 (e.g. 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**

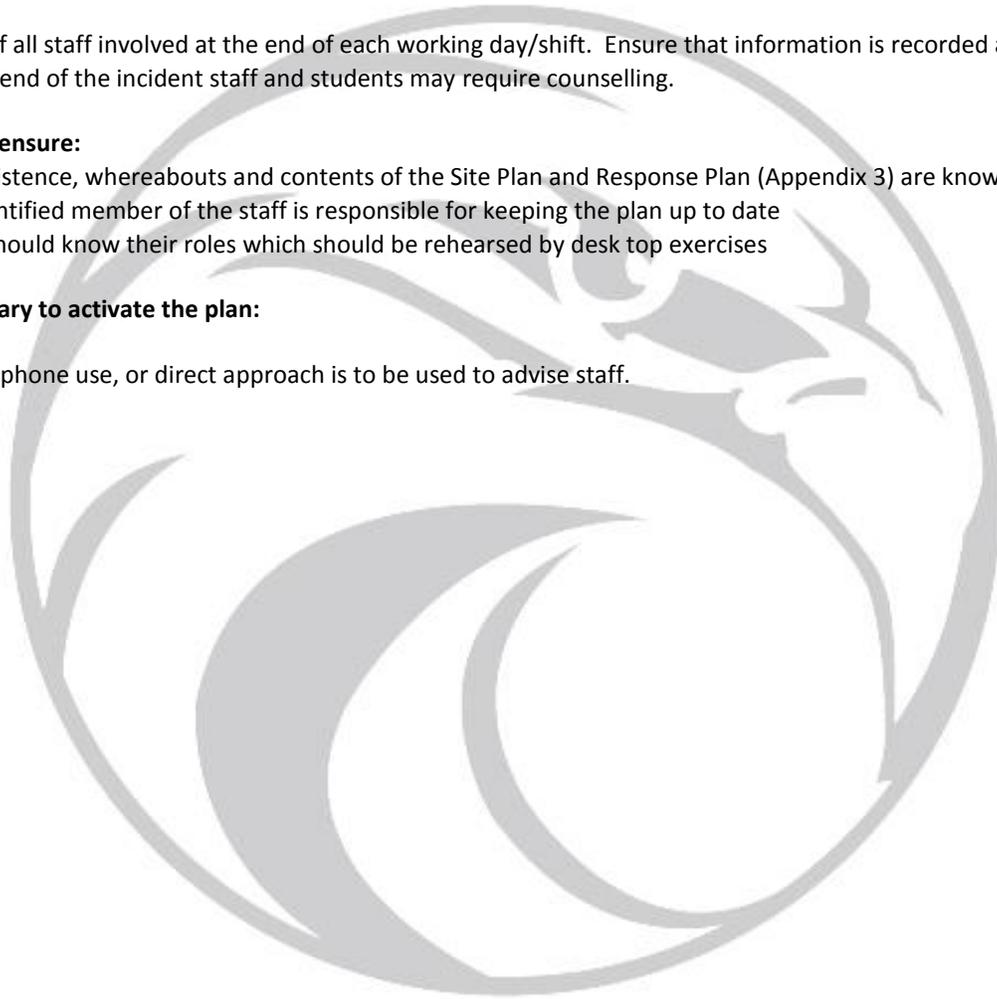
- Debrief all staff involved at the end of each working day/shift. Ensure that information is recorded and shared.
- At the end of the incident staff and students may require counselling.

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.



The Eagle Academy Incident Information Form

INFORMATION REQUIRED TO ESTABLISH NEEDS

Initial contact to the Director - Greg Knitter (07) 5599 2771

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.

SITE OF INCIDENT _____ TIME OF INCIDENT _____

CONTACT NAME _____

CONTACT NUMBER _____ MOBILE NUMBER _____

NATURE OF INCIDENT _____

NUMBERS INVOLVED – ages _____

ARE ANY PEOPLE INJURED _____

EXTENT OF INJURIES - low; serious _____

WHAT ACTION HAS BEEN TAKEN SO FAR? _____

HAVE EMERGENCY SERVICES BEEN INFORMED? Y/ N ARE THEY ONSITE? Y/ N

WHAT HELP DO YOU NEED? _____

ARE THERE ANY ACCESS DIFFICULTIES? _____

Date and Time received:

DATE _____ TIME _____

STAFF MEMBER RECEIVING INFORMATION: _____

Australian 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. 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 Australian students undertaking study within The Eagle Academy scope. A separate document exists for international 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 the Support Services Manager (Jai), or your Campus Manager. You may also complain/appeal in the form of a signed and dated letter providing all relevant information. Then, if you have not yet presented your case you will be invited to do so at no cost within 10 days of lodging your complaint (20 days for an appeal). 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 Training Ombudsman. The Training Ombudsman offers a free and independent service for 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 Training Ombudsman website <http://trainingombudsman.qld.gov.au/> 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)

Name: _____ **Date:** _____

Course Title: _____

Grievance/Appeal/ Suggestion: _____

(attach pages if needed)

Desired Outcome: _____

Student's Signature: _____

OFFICE USE ONLY

Director's / Manager's Action/Comment: _____

Directors' signature: _____

Date: _____

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.

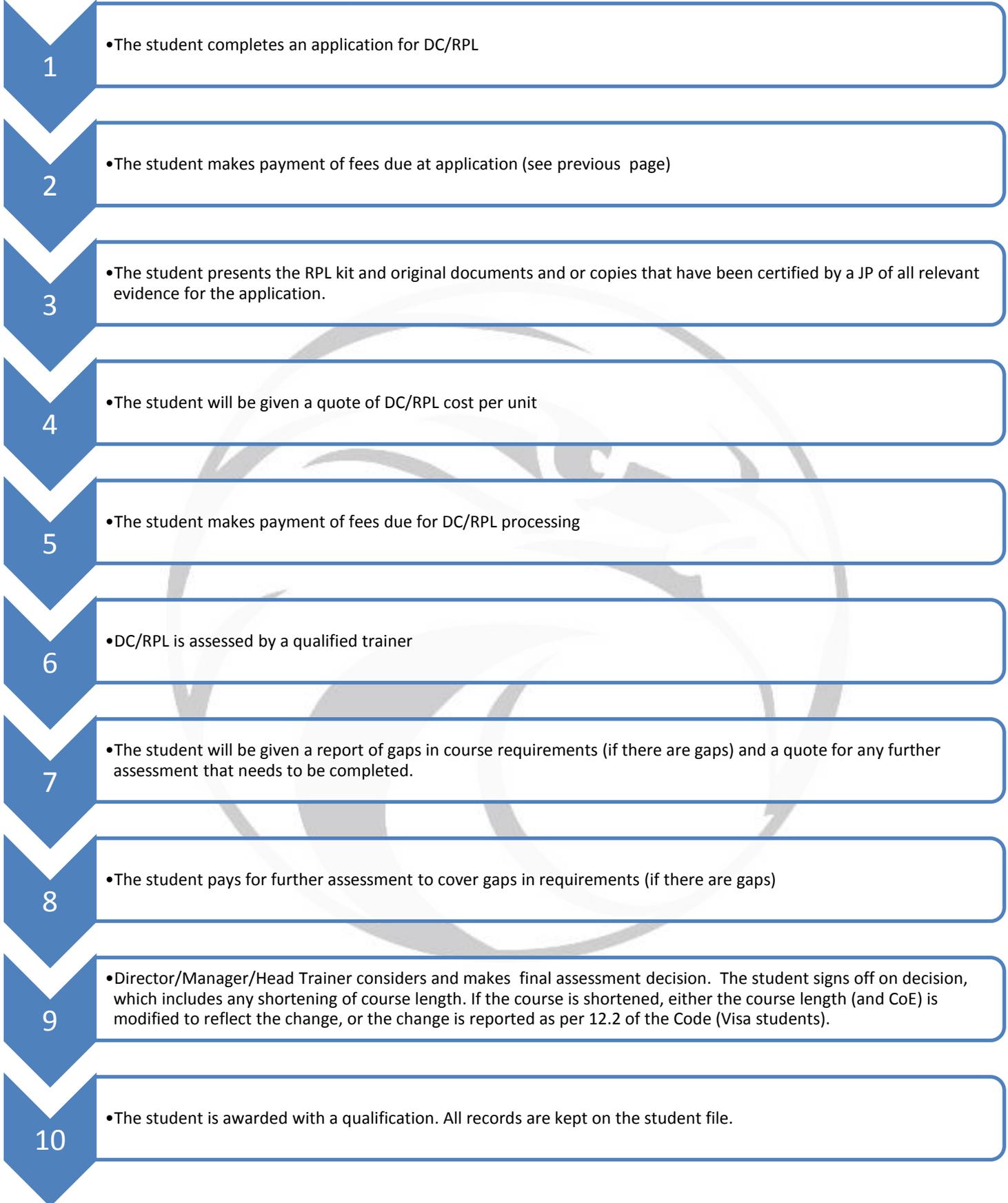
General Cost RPL

- \$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
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:	

Deferral / Suspension of Study Policy & Procedure 170815

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 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.

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

1. Student makes Application for Deferment or Suspension two weeks prior to the commencement date of the requested leave period (retrospective applications are only accepted in unusual circumstances). Or Director initiates matter in case of misbehaviour.

2. Manager/Director conducts interview, or considers matter on its merits. Student advised of consequences.

3. Student advised in writing of outcome including a training plan for any tuition missed. Student is advised that he/ she can access Appeals process.

5. Action taken/ Outcome to be recorded on the form by Manager/Director.

6. Student takes leave and completes the training plan.

7. Copies of all reports and forms to be kept on student's file.

Students enrolled in a User Choice Traineeship will need to apply for an extension and have all parties agree on the new training plan.

Application to Defer / Suspend Study

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

Name: _____ **Date:** _____

Current Address: _____

Course Title: _____

Defer/Suspend Start Date: _____

Defer/Suspend End Date: _____

Reason (attach evidence): _____

Tuition catch-up plan: _____

Declaration

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 course may be cancelled.

Student's Signature: _____

OFFICE USE ONLY

Director/Manager Action/Comment:

Director/Manager Signature:

Date:

Access and Equity Policy

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

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:

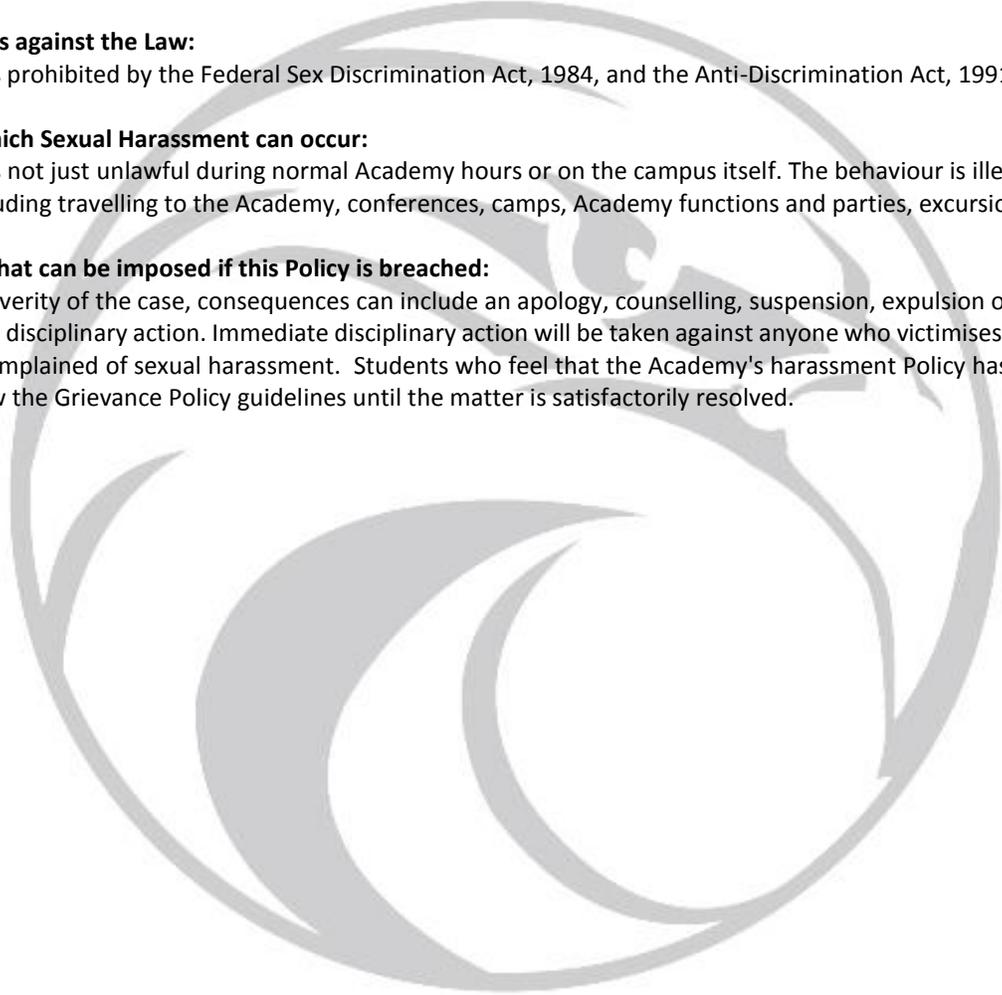
Sexual harassment is prohibited by the Federal Sex Discrimination Act, 1984, and the Anti-Discrimination Act, 1991 (Qld).

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.



Domestic U/18 Policy and Consent Form

This document should be read in conjunction with the Student Handbook.

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 campus manager/Director
- Parent/guardian who will take legal responsibility for all non Academic general welfare, accommodation and support arrangements, as signed off by the parent and guardian
- Student is over 14.

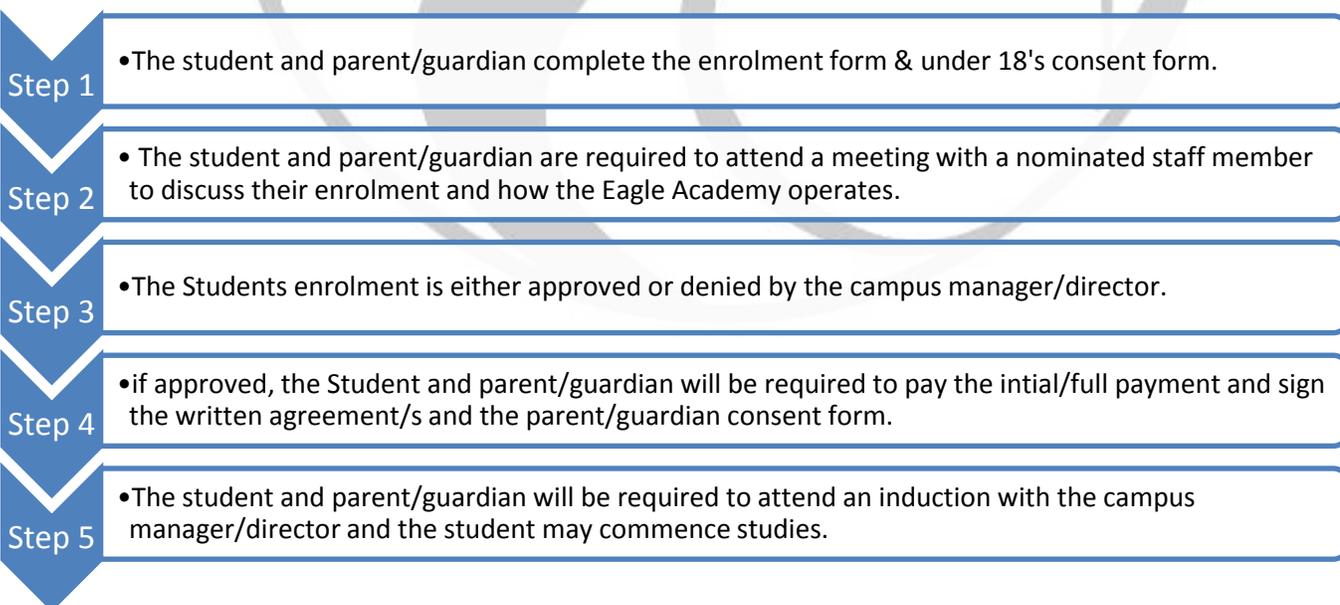
ADDITIONAL INDUCTION FOR U/18 YEAR STUDENTS

The orientation of younger students includes a meeting with the Director (or nominated staff member), nominated guardian and the student.

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 prior to the first class and invited to ask course related questions.

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



Under 18's Consent Form

The student's enrolment cannot be accepted without this form or other acceptable written consent.

Student Name: _____

Student Date of Birth: _____ **Student Age:** _____

Course Start Date: _____ **Course Location:** _____

Course Name: _____

Parent/Guardian Name: _____

Parent/Guardian Date of Birth: _____ **Parent/Guardian Age:** _____

Parent/Guardian Relationship with Student: _____

Parent/Guardian Phone Number 1: _____ **Phone Number 2:** _____

Parent/Guardian Email Address: _____

Parent/Guardian Home Address: _____

Mode of Travel to Course: _____ **Time of Arrival:** _____

Mode of Travel from Course: _____ **Time of Departure:** _____

Please read through and tick to accept the conditions of having the student above study at the Eagle Academy.

I _____ as the legal guardian of the under 18 student above, give my full consent for him/her to participate in the above course.

- I fully understand that parts of the student's assessment may be delivered & assessed by an approved Third Party Training Organisation.
- I fully understand that training may involve physical contact with other students and instructors.
- I take full responsibility of the students travel arrangements to and from the course.
- I confirm that the above student can leave campus with a trainer to attend training and assessment offsite, valid for the duration of the course.
- I give my full permission for the trainer to take responsibility and act in the best interests of the student in the event of the student being involved in an emergency. This may include applying first aid treatment and calling emergency services in an effort to preserve life and protect from further harm.

Signed: _____ Date: _____

Original ID or a certified copy must be presented for all persons listed on this form.

OFFICE ONLY	
Form & U18 Induction Completed: ___/___/___	Parent/Guardian ID Verified: ___/___/___
Manager Approval Signature: _____	Form/ID Saved in FENIX Date: ___/___/___

Other Fees 170815

Part of the conditions of enrolment is that 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.

These penalty fees are not aimed at students who have been ill, or had other fair reasons for missing, or failing tests.

Enrolment & Cancellation

- \$200 to cancel a course.

Materials

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

Assessment

- \$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 ELICOS Living in Australia Workbook
- \$20 ELICOS Spoken and Written English Workbook
- \$60 ELICOS Longman Academic Writing Series 4: Essays (5e)
- \$50 ELICOS 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.

Students enrolled in a Queensland Government Funded Program are exempt from costs not listed on their payment schedule unless allowed for under relevant Australian Government and State/Territory laws.

Academic Calendar - 2017

2017

2017											
Mon Commencement				Public Holidays				Academy Holidays			
Brisbane Public Holiday				Gold Coast Public Holiday							
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