College of Sport & Fitness

STUDENT HANDBOOK

Student Handbook

College of Sport & Fitness Since
30/07/2007
# Contents

Welcome to the College of Sports and Fitness ................................................................. 4  
Mission Statement ............................................................................................................. 5  
About CSF .......................................................................................................................... 5  
The Learning Environment ............................................................................................... 5  
Student Selection and Recruitment .................................................................................. 6  
Staff Qualifications .......................................................................................................... 6  
Orientation Session ......................................................................................................... 7  
Issuance of Certificates and Statements of Attainment .................................................... 7  
Dissemination of Information ........................................................................................... 8  
Welfare and Guidance ....................................................................................................... 8  
Student Support Services ................................................................................................. 8  
CSF Student Services Advisor .......................................................................................... 8  
Critical Incidents Policy and Procedure ......................................................................... 9  
Professional Attitude of Students .................................................................................... 12  
Student Dress .................................................................................................................... 12  
Occupational Health and Safety (OH&S) ....................................................................... 12  
Disciplinary Policy for Students ....................................................................................... 12  
Access and Equity ............................................................................................................ 13  
Access by Students to their Personal Records ................................................................ 13  
Use of Personal Information ............................................................................................ 13  
Access and Equity Policies set out in Various Documents ................................................ 13  
Dissemination of Access and Equity Policies and Procedures ......................................... 13  
What is Harassment? ........................................................................................................ 14  
Racial Harassment ............................................................................................................ 14  
Sexual Harassment ........................................................................................................... 14  
Complaints and Appeals Policy ....................................................................................... 15  
Complaint/Appeal Form (Example) ................................................................................ 16  
For CSF office use only ................................................................................................... 16  
SSA or Managing Director to complete interview arrangements: ................................ 16  
Complaints and Appeals Procedure ................................................................................ 17  
Legislative Requirements and Compliance .................................................................... 18  
Entry Requirements for Students ..................................................................................... 19  
Transfer between CSF and Other Registered Providers ................................................ 20  
Completion within the Expected Duration of Study ....................................................... 22
Student Release ................................................................................................................................. 54
Cessation of Studies by Student of College of Sports & Fitness Pty Ltd ........................................ 56
Application for Deferment or Temporary Suspension of Studies ....................................................... 57
Leave of Absence Procedure for College of Sports & Fitness Pty Ltd ............................................. 59
Financial Standards .......................................................................................................................... 60
Fees ................................................................................................................................................ 60
Refund Policy ................................................................................................................................... 60
Procedure for Student Refund Application ....................................................................................... 63
College of Sports & Fitness - Code of Practice .................................................................................. 64
Responsible and Ethical Behaviour .................................................................................................... 64
Principles of Capoeira ....................................................................................................................... 64
The International Rules of Capoeira ................................................................................................... 65
Coaching Styles ................................................................................................................................ 66
CSF Occupational Health and Safety Requirements .......................................................................... 67
The CSF Code of Practice for Capoeira Centres and Capoeira Coaches/Instructors ................. 68
CSF Instructors'/Trainers' Code of Ethics .......................................................................................... 68
Compliance with National Standards for Registered Training Organisation (RTOs) .............. 70
Student Feedback .............................................................................................................................. 70
Glossary: ............................................................................................................................................ 71
References ......................................................................................................................................... 71
Welcome to the College of Sports and Fitness

We welcome you as a student to the College of Sport & Fitness (CSF)!

This Student Handbook is provided to you so that you may become fully aware of CSF’s policies and procedures. We strive to provide you with the highest standards of training in your chosen course in an effective learning environment according to our Code of Practice (included at the end of this Student Handbook as well as being incorporated in our Policies and Procedures Manual). Our staffs are fully qualified in their respective disciplines and have wide experience in the Sports, Recreation and Fitness industry. One of our major aims is to ensure that you are given every opportunity to achieve all stated competencies and gain the appropriate qualification. You may need at some stage to also refer to our Policies and Procedures Manual which is available through our Student Services department our Admin Office (Room A1).

In this Student Handbook, you will find information that will be helpful to you throughout your course(s) at CSF. From time to time, it will be necessary to make amendments to the Student Handbook in keeping with changed circumstances. Amendments will be clearly explained and updated in accordance with CSF’s version control policies about which you will be informed during your orientation session. Please use the Student Handbook as a reference and retain it during your course. Some of the references in this Student Handbook are given in outline only but are available in more detail in our Policies and Procedures Manual. This is available for you to consult if you need more detailed information.

If you have any questions about CSF and its policies on any matters including training and assessment, feel free to ask our Student Services Advisor who will be happy to assist you.

As part of our policy of developing good practice and continuous improvement, we welcome your suggestions about this Student Handbook. Please do not hesitate to make any suggestions to our Student Services Advisor.

We wish you all the best for a happy and fruitful course!

From
The Staff of the College of Sports & Fitness
Mission Statement

The College of Sport & Fitness (CSF), primary mission is but not limited to,

- Provide and maintain the highest quality of service possible.
- Develop the learner with adequate knowledge and skills to perform in the sport, recreation fitness industry.
- Prepare the learner to work within the Sport, Recreation and Fitness industry.
- Update and or improve learner knowledge or skills within the Sport, Recreation and Fitness industry.
- Assist in providing opportunity for further studies within the Sport, Recreation and Fitness industry.
- Demonstrate and educate how Capoeira can be used in the Sport, Recreation and Fitness industry.

About CSF

In 2005 Julio Chaves and Andre Cerutti (Mestre Peixe) started to work on the establishment of the International College of Capoeira (ICC) for the purpose of developing students in the required skills and knowledge of Capoeira through a sport coaching qualification specialising in the Martial Art of Capoeira.

Through immense consultation with related industry experts and the consent of the Capoeira industry specialists Mr Julio Chaves and Mr Andre Cerutti (Mestre Peixe) went about the development of the International College of Capoeira and in 2007 the college received recognition and approval by the state regulators to deliver approved vocational accredited courses.

In 2009 after being approved to deliver accredited qualifications in Sport Coaching to overseas students, ICC officially opened its door to its learners.

After much success and interest from learners in early 2011, Mr Julio Chaves and Mr Andre Cerutti (Mestre Peixe) decided to expand the education facility and alter the college mission. One of the obvious changes in the establishment is the new trading name ‘College of Sports & Fitness’, (CSF).

CSF is constantly searching for innovative solutions to enhance the learning outcome of all students in the Sports and Recreation industry and to give its learners the tools and knowledge needed to become a successful working professional within their chosen field.

The Learning Environment

CSF maintains a learning environment that is conducive to the successful learning achievement of all students and to effective teaching strategies for staff. All staff are suitably qualified to teach their respective disciplines and have as minimum teaching standard the Certificate IV in Training and Assessment (or their equivalent), and appropriate workplace experience/qualification.
Student Selection and Recruitment

Students are selected on the basis of merit without discrimination in respect of age (18yrs and above), race, religion, culture and beliefs. Students must, however, have attained the stated enrolment requirements for their chosen course and these are clearly stated in the application and recruitment information. Every effort is made to select persons from disadvantaged groups. All applicants are interviewed by staff or authorized representative and informed in writing as soon as possible of their acceptance or otherwise.

Where students have not reached the required English standard they will be referred to an appropriate institution for further training. Detailed information for students is given in the Students Guide which is issued to all students at orientation.

Staff Qualifications

The Managing Director/ Training manager and other managerial staff of CSF are responsible for making verification checks on the stated qualifications of staff. Students are assured that their trainers and assessors are kept up-to-date with any changes in the industry as staffs are required to attend relevant seminars, conferences, training sessions, exhibitions and visit other institutions as part of their staff development.

All staffs are fully qualified and possess the following minimum qualifications:

- A Certificate IV in Training and Assessment [TAE40110] or its equivalent
- Appropriate qualifications in their professed discipline and/or in martial arts
  Minimum three years experience working in the relevant industry.
- Appropriate industry experience and a minimum of Diploma in Sports Coaching or equivalent
- If staff member does not hold a minimum of Diploma in Sports Coaching and Certificate IV in Training and Assessment [TAE40110] or equivalent then he/she will be under direct supervision for any training or assessment of an CSF staff member who holds relevant qualification(s) until that staff has acquired relative qualification (s).

All staffs are recruited on the basis of merit and their ability to undertake the tasks and responsibilities needed to maintain the high standards of CSF. Recruitment is based on EEO legislation and staffs are recruited without discrimination. Staff positions are advertised or staff may be invited to join CSF by the Managing Director.

Job Application forms which are available from administration are to be completed and all short-listed applicants are interviewed by a small interview panel chaired by the Managing Director. Applicants are informed in writing of the results of their interviews as soon as possible after interview.
Orientation Session

All students are required to attend an orientation session prior to the commencement of their course. The session is designed to familiarise students with the general policies, procedures, administration and operation of CSF. The Orientation is conducted over approximately two hours and information discussed or given in hard copy to students includes but is not limited to:

- Managing Director’s or and Director of Studies welcome to students
- Introduction to staff
- Policies and procedures that directly affect students
- Issue of relevant course information
- Discussion and availability of National/State/Territory legislation affecting students
- Access and equity policies
- Anti-discrimination policies
- Course Credit (Recognition of prior learning - RPL)
- Conduct, delivery and assessment of courses
- Professional behaviour, dress, attendance and discipline
- Fees, refunds, receipts for fees
- General administrative procedures
- Occupational Health and Safety (OH&S) matters
- Tour of the College
- General question session

The Managing Director, Director of Studies and or SSA are responsible for the conduct of the orientation and maintain a checklist of agenda items. Attendance of students will be recorded to ensure students have been fully briefed and issued with all necessary materials (for which the student will sign).

Issuance of Certificates and Statements of Attainment

Condition of the VET Quality Framework, RTO’s must comply with the Australian Qualification Framework (AQF).

To ensure accurate issuance of the above and accurate and up-to-date records, a register of awards is maintained and the following procedures are to be strictly adhered to:

- All assessments are signed off and dated by the Assessor and the student informed of the assessment result.
- The assessor makes a second check of the assessment record to ensure accuracy and to confirm the results appropriate to the award. He/she signs and dates these results and recommends or not recommend the relevant award (s).
- The assessor submits the records to either the Director of Studies or Training Manager for further checking and if satisfied the Director of Studies or Training Manager signs them off as an accurate record.
- The Managing Director will then sign the complied certificate/statement of attainment.
- All awards have a distinct registration number and this is recorded on a register of awards which forms part of CSF’s assessment records. All such records are duplicated, held in two different places and kept for thirty years.

Certificates/Statements of Attainment each have a registered number and carry the correct logos. Information (including an itemised list) on courses/units achieved is either printed on the back of the award or are issued in a separate statement attached to the award.

All student assessment results are to be inputted into a Student Management System Database (SMS) and from this system the Director of Studies or Training Manager can issue or reissue Certificates, statement of attainment and or academic transcript.
Dissemination of Information

It is essential that all personnel know what is happening in the day-to-day operations of CSF. Information is disseminated using the following means:

- Student meetings
- Staff meetings
- Class meetings
- College Notice boards
- Handouts and Memos
- Special notices to students and staff
- Interviews
- Via the college website (www.sportcollege.nsw.edu.au)

The Managing Director is responsible for ensuring that all information is disseminated.

Welfare and Guidance

CSF aims to assist all students in maintaining their well-being during their time at CSF. It is in the best interests of CSF, staff and students to ensure the welfare of all its personnel. Trainers and assessors are encouraged to maintain close, professional contact with students and to give as much individual attention as possible. Students are asked to discuss matters related to their welfare with trainers/assessors. Students may discuss welfare matters directly with the Director of Studies, Training Manager, SSA and or Managing Director who will discuss a course of action. All matters related to the students’ welfare are recorded together with the action taken. Welfare matters are discussed during orientation and induction sessions.

Student Support Services

CSF considers it of vital significance to the well-being and morale of the College that its overseas students are given every support to achieve all course competencies and learning goals (and achieving their course qualifications) within the allocated duration of the course. All staffs are informed of this goal of CSF at Staff Induction and throughout the term of their appointment at CSF. Students, too, are regularly reminded of the types of support available to them. They are encouraged to meet regularly with the Student Service Advisor (SSA) to discuss matters. A SSA is available on Fridays between 10am – 4pm and for other times students can arrange an appointment.

CSF Student Services Advisor;
All CSF staff member.
Room A1 & M1 Level 1,
12 Wentworth Avenue,
Darlinghurst,
NSW 2010

The Orientation Session is the responsibility of the Managing Director, Director of Studies and or SSA. This Session which is compulsory for all students enrolled at CSF includes but not limited to:

1. Those matters included in the Orientation Session for local students plus:
2. The duties of the SSA
3. What student support and welfare related services CSF and other bodies provide for overseas students and the encouragement of students to use these services. CSF does not charge extra fees for these services
4. Legal services available to overseas students
5. Medical and other emergency health services (including information on Overseas Student Health Cover)
6. Facilities and resources other than CSF’s. These include local libraries, community centres and other venues relevant to overseas students
7. CSF’s complaints and appeals processes
8. Examples of CSF’s documented critical incident policy that indicates procedures to cover such incidents
9. Any students visa conditions relating to course progress and/or course attendance provisions
10. Aspects of life in Australia including culture, study, entertainment, ethnic activities, tourism
11. Information to students that all staff are aware of CSF’s obligations under the ESOS framework and what implication these obligations have for overseas students
12. Questions from students

The Orientation agenda is the responsibility of the Managing Director in consultation with the Director of Studies and SSA and may change slightly to suit the situation. A typical agenda can be seen in CSF File ‘Orientation’ and more information for student support can be found in the Student Guide.

Critical Incidents Policy and Procedure

College of Sports & Fitness has in place a critical incidents policy and procedure. This is a policy and procedure for the wellbeing of staff and students in order to prevent or resolve a critical incident or emergencies such as a severe accident, attack, or family/personal crisis which may affect a student or staff member’s ability to focus on study/work.

The Managing Director, Director of Studies and or Student Services Advisor (SSA) of the college are responsible for implementing and delegating the relevant procedures, such as taking the relevant action in the event of a critical incident, following up the incident, and completing and filing records of incident and action taken. A copy of the Critical Incident Procedure and the Critical Incident Report are available in the Critical Incidents File CSF Common Drive/SSA Folder/Critical Incident Folder. They can also be viewed below. All original reports and forms are to be retained in the student’s hard file, Wisenet and a copy given to the student.

This procedure is to be followed by CSF Staff members (particularly the SSA) in the event of a critical incident (such as a severe accident, attack, or family/personal crisis which may affect a student’s ability to focus on their program)

A procedure flow chart for critical incident is demonstrated on the next page:
Incident occurs and is:
   a) witnessed by staff member or student
   b) reported after the incident has occurred

The SSA or the Managing Director is alerted to the incident as quickly as possible by staff/students who witnessed/were involved in incident

SSA assesses the severity of incident

If Police or other emergency service needs to be contacted this is done so IMMEDIATELY

Student is called in to see the SSA (or Managing Director) IMMEDIATELY

SSA assesses whether any external support services required (SSA negotiates this with student if appropriate)

External Support Services is called by SSA (Refer to contact details in the Student Services Resource Bank)

SSA to remain with student until student is deemed reasonably calm

If SSA confident that student is recovered and calm student may go

An appointment is scheduled by SSA (via memo passed to student in class by Trainer) no later than five days after incident has occurred to follow up and ensure that student has recovered

The student remains in attendance after the incident

If SSA in any reasonable doubt that student is still not calm then student is to remain supervised by a staff member

SSA to contact friend or homestay family of student etc. if appropriate to come and collect student from college

If student does not return to college within three (3) days, SSA to contact student by phone on the third day of absence.

If Leave of Absence (only for Compassionate or compelling circumstances) is required then this must be arranged before the student leaves premises. SSA to fill out ‘Application for Deferment or Temporary Suspension of Studies’ request form, and follow correct procedure for granting Deferment or Temporary Suspension of Studies.
DATE OF INCIDENT: ______________________________
DATE ON WHICH FOLLOW-UP REQUIRED*: ______________________________

Student Name: __________________________________ Student ID: __________________
What is the exact nature of the incident? (Write all details clearly below):
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

Have emergency services been contacted (if applicable)? Y / N

Has the student been offered counselling? Y / N
Does the student require external support? Y / N
If ‘Yes’, state which support service:

Has external support been contacted by CSF’s SSA? Y / N

Was student attended to by CSF staff until service arrived? Y / N
(if applicable)

Do circumstances merit LEAVE OF ABSENCE? Y / N

If YES, then has LEAVE OF ABSENCE FORM been completed? Y / N

What other action has been taken? Please state:
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

Name of Staff member(s) assisting the student:
________________________________________________________

Signature of Staff member(s): ____________________________ Date: _____________

Student Signature: ___________________________________________ Date: _____________

FOLLOW-UP *(to be completed THREE DAYS (3) after incident):

Has student returned to college? Y / N
If Yes, has a follow-up interview been arranged? Y / N
If No, has the student been contacted? Y / N

Additional Notes:
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
Professional Attitude of Students

CSF expects the highest professional standards from both students and staff to promote and encourage harmony within the learning environment. Students and staff are expected to be considerate of other students and staff and maintain a consistent, professional attitude throughout their courses. Respect between students and staff is expected at all times and encouraged through the daily behaviour of staff and students.

Student Dress

Students are required to dress appropriately in accordance with CSF’s policy. The correct uniform (Abada, t-shirt, and belt) for the Capoeira practical sessions can be issued during orientation session. For other activities dress should be neat, respectable, clean and tidy.

Occupational Health and Safety (OH&S)

CSF adheres to all OH&S legislation in an effort to protect the health, safety and welfare of students and staff by implementing general procedures to be observed by all persons. The Managing Director is responsible for these policies. All staff and participants are required to undertake relevant OH&S procedures (building evacuations etc) when requested. Information about the importance of OH&S procedures is discussed during orientation. For more information on CSF’s Occupational Health and Safety Requirements please refer to the CSF Code of Practice at the end of this Student Handbook.

Disciplinary Policy for Students

Students must comply with the policies and procedures laid down by the College. These policies and procedures have been discussed in your orientation session and are included in the Policies and Procedures Manual, the Staff Student Handbook and in the Student Handbook.

Breaches of any of these policies and procedures may result in disciplinary action being taken against the student(s). Breaches include:

- Sexual harassment of other students
- Bullying tactics
- Racial tactics
- Racial and other form of discrimination
- Failure to meet attendance requirements
- Failure to meet course progress
- Various types of inappropriate behaviour such as theft, willful damage of College property, failing to obey a reasonable order
- Failure to comply with any aspects of the Code of Practice

In cases where a breach has occurred, the student will be interviewed by the Managing Director (or other delegated staff member) and may be asked to show cause why he/she should be permitted to continue the course or the student may be issued with a written warning.

Students may have another student present at the interview if they so wish.

The Managing Director, Director of Studies and or SSA may recommend dismissal from the College or give a written warning. In general, no future warnings are given if breaches occur.

The Managing Director, Director of Studies or SSA must inform the student that he/she has the right to appeal the decision and is required to complete a Complaint / Appeal Form and follow the appeal process which is clearly explained in the Student Handbook and also at orientation.
All matters related to disciplinary issues are retained in the College’s files and one copy is given to the student. Privacy regulations and conditions are maintained. The student is made aware that any disciplinary action taken against them may affect the regulations of the ESOS Act 2000 or their DIAC Student Visa Conditions.

Access and Equity

CSF has in place an access and equity policy that adheres to all National, State and Territory legislation. Equity in education means that there is equitable access to all courses and that all enrolled persons are able to participate and gain successful outcomes. These policies are supported by CSF’s mission statements, general philosophy and documented operational procedures and processes. The Managing Director is responsible for the dissemination and implementation of access and equity policies and procedures.

Access by Students to their Personal Records

All students have full access to their own personal records which are maintained in a secure location in the college filing system in individual files. Person must identify (ID required) themselves and seek access to their own file through a designated member of staff (usually a member of Student Services or the Managing Director). Files remain on the premises. Privacy conditions prevail in that an unauthorised other person is not able to access another person’s file without express written permission of the file owner. The Managing Director is responsible for the file security and storage.

Use of Personal Information

If requested to do so the College of Sports & Fitness Pty Ltd must provide to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund any personal information provided to the college by the student.

Access and Equity Policies set out in Various Documents

Policies and procedures related to access and equity are set out in CSF’s Code of Practice, Student Handbook and the Policies and Procedures Manual, and is also discussed in student orientation.

Dissemination of Access and Equity Policies and Procedures

In addition to the above, other material may be placed on notice boards, included in handouts, and discussed in student meetings.

Information in outline is available in material for all prospective students prior to enrolment. Staff are also available at CSF to answer prospective students questions about access and equity and other policies. Information provided to prospective students includes:

- Student selection criteria including enrolment procedures
- Outline of course content, attendance requirements, course structure and awards given
- Fees and charges (where applicable)
- Information on literacy and numeracy support
- Learning and assessment procedures
- Welfare and guidance services available to students
- Appeals and complaint policies
- Disciplinary policies
- Recognition of prior learning (RPL) procedures

These matters are further discussed at the Student Orientation Session at the beginning of the course.
Students are made aware of any relevant legislation which is kept on the premises and which can also be accessed through various websites. Relevant legislation is downloaded as required and includes matters such as:

- Anti-Discrimination
- Workplace Injury Management and Workers Compensation
- Racial Discrimination
- Human rights and Equal Opportunity Commission Affirmative Action
- Disability Discrimination
- Sex Discrimination and harassment
- Vocational education and training (VET)

Appropriate government offices are:

- Commonwealth legislation
  Tel: 1300 726 631
  Website www.comlaw.gov.au

- State of NSW legislation (Level 23, AMP Centre 50 Bridge st, Sydney)
  Tel: 02 93213333
  Website: www.legislation.nsw.gov.au

Because legislation is frequently amended, these offices recommend that websites are used to download any legislation that is relevant to the education provider’s scope of operations.

**What is Harassment?**

Harassment is a form of discrimination. It is offensive social behavior. The College of Sports & Fitness recognises that behavior that is regarded as harmless, trivial or a joke may constitute sexual or racial harassment, where such behavior is personally offensive, humiliating or distressing to the recipient. Harassment of any type is not permitted. CSF’s policy requires all personnel to uphold the letter and spirit of the policy to ensure a tolerant and pleasant workplace. The Managing Director is responsible for the implementation of the policy.

**Racial Harassment**

CSF has a policy that emphasises racial harmony and tolerance. All personnel are made fully aware of this policy at orientation and through the Student Handbook. From time to time posters may be displayed to further highlight this policy. There is a complaint policy and procedure to deal with allegations of racial harassment and this is outlined in the section of Complaints and Appeals of this student handbook. The Managing Director is responsible for the implementation of this policy.

**Sexual Harassment**

Sexual harassment is any form of offensive sexual attention that is uninvited and unwelcomed. It can be a single incident or a persistent pattern of unwelcomed behaviour and it should be noted that the distress can be the same whether the conduct is intentional or unintentional. Sexual harassment can range from subtle behaviour to explicit demands for sexual activity or even criminal assault and includes:

- inappropriate remarks with sexual connotations
- sexual jokes
- the display of offensive material
- staring, leering, offensive gestures
- inappropriate posturing
- comments and questions about another person’s sexual conduct and/or private relationships
• persistent unwelcome invitations
• request for sexual favours
• offensive written, telephone or electronic mail or other computer system communications
• unnecessary close physical proximity including persistently following a person
• unwelcome physical conduct such as brushing against or touching a person
• actual molestation
• sexual assault

Sexual Harassment is not tolerated. CSF adheres to all legislation regarding sexual harassment. Procedures are similar to those of racial harassment. The Managing Director is responsible for the implementation of the policy.

Complaints and Appeals Policy

CSF has in place a simple but comprehensive complaints and appeals policy which is easily and immediately accessible to students. Students are made aware of its provisions at Student Orientation sessions and regularly throughout the course in various meetings and self audits. Students are encouraged to discuss complaints as they occur so that early intervention may lead to a swift resolution. CSF treats any complaint seriously as it may affect the general well being of CSF and or the students.

Details include:

• A Complaints/Appeals Form which is completed by the student and submitted to the SSA.
• The opportunity for the complainant to formally present his/her case at no cost to himself/herself.
• The attendance at any meeting of a support person (third party) for the complainant if he/she so wishes.
• The SSA after coming to a decision will provide the complainant a written statement including reasons for the outcomes.
• The commencement of the process immediately following the formal submission of the complaint or appeal. Every effort is made to finalise the complaint/appeal as soon as practicable.
• Where the complaint has not been solved to the complainant’s satisfaction then he/she will be informed that the appeal of the first decision can be taken to the Managing Director of the College at no cost.
• If the student chooses to appeal against the decision they have 20 working days in which to do so.
• The Managing Director will discuss the Appeal with the student with a view to solving the complaint. The student can, if he/she so wishes, have a person of his/ her choice present with him/her at this discussion.
• If the action taken to solve the problem satisfies the student then no further action is required. A written outcome will be provided by the Managing Director. A copy of all complaints and appeals forms will be kept in the student's file.
• If the appeal to the Managing Director of CSF is unsuccessful, the student will be informed that he/she can seek an external appeals process, within 20 working days, for which Managing Director of CSF is to provide contact details.
• The College of Sports & Fitness will maintain the student's enrolment whilst the external appeal is being processed.
• Where the student’s complaint/appeal is not upheld by the external appeals process, then the student will be advised of this decision in writing. The CSF Managing Director will advise the student of the outcome of their external appeal.
• Where the student’s complaint/appeal has been supported by the external appeals process, CSF will immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.
• All matters relating to the complaint/Appeal will be recorded and filed under the student's hard file and in Student Management System by the SSA or Managing Director of CSF.

An example of the Complaint Report is shown on the following page:
Complaint/Appeal Form (Example)
(Internal – College of Sports & Fitness)

Please complete the details below. This information will then be used to discuss your complaint/appeal in a meeting with the Student Services Advisor (SSA).

Surname:…………………………………………………………………………………………………………………………………………………..
First Name[s]:…………………………………………………………………………………………………………………………………………………..
Course:……………………………………………………………………………………………………………………………………………………………..

Date complaint/appeal form submitted to staff: …… /…… /……..

- Which are you reporting? (Please Circle) 
  COMPLAINT / APPEAL
- Is a Third Party involved? 
  YES / NO
- Name of Third Party: 
  …………………………………………………………………………………………………………………………………………………………..
  ….. …..

If you have answered ‘YES’ to the above question, the third party will need to also be present at the meeting.

Student:

State exact nature of complaint/appeal--
[include relevant information such as dates, persons involved, witnesses, incidents, any other appropriate material]:
……………………………………………………………………………………………………………………………………………………………..
……………………………………………………………………………………………………………………………………………………………..
……………………………………………………………………………………………………………………………………………………………..
……………………………………………………………………………………………………………………………………………………………..
……………………………………………………………………………………………………………………………………………………………..
[attach additional sheets if needed]

Signature of student………………………………………………………………..       Date: 
……../……../…….. 

For CSF office use only

Name of SSA or Managing Director to conduct interview:……………………………………………………………………………………………..
Date report received: ……../……../……..

SSA or Managing Director to complete interview arrangements:

Location: ………………………………………………………………       Time:………..       Date:
…………

Persons to be present at meeting:
…………………………………………………………
…………………………………………………………
…………………………………………………………

Signature of Staff appointed for the interview: ………………………………………………………………………………………………..
Date: …../……../……..
COMPLETE THE INTERVIEW OUTCOME FOR COMPLAINTS/APPEALS FORM TO GIVE TO THE COMPLAINANT

Complaints and Appeals Procedure

SSA receives complaints & Appeals form

SSA Assess

SSA arranges Interview with the student who has filed the complaints/appeals form
Use the ‘Notice of Interview Arrangement form’

NO

Is a third party attending Interview?

YES

He/she will need to complete a ‘Statutory Declaration Form’ on the day of interview in presence of the SSA.

During Interview SSA & Student tries to find an outcome. And the SSA completes an Interview Outcome for Complaints/Appeals

Is student satisfied with outcome?

NO

Student than is advised during the interview of an appeal against first outcome to the Managing Director of college

Student completes an ‘Appeal of Initial Outcome’

During the Interview the Managing Director will assess the students appeal against Initial Outcome and provide a written decision of appeal to the student during interview.

Is student satisfied with Managing Director’s

YES,

Case closed, implementation of outcome is actioned, and student receives a written copy of resolution. All documentation is kept in Student file & copy to student.

NO

Managing Director advises student of final option for an appeal against Managing Director decision. Via the Ombudsman & provides contact details in a form format called ‘Contact details for External Appeals process’.

Student chooses to access external appeals process

Is Final decision in favour of College?

YES

CSF advises in writing to the student of final outcome from the external appeals process using ‘Notification of Outcome from External Appeals Process’ form.

NO

CSF immediately implements any decision &/or corrective & preventative action required

NO

The college maintains student enrolled until external appeals process outcome has made a final decision.

YES

VC010– 14/03/2012 Student Handbook International College of Capoeira Pty Ltd Trading as College of Sports & Fitness ABN: 90 125 114 730 CRICOS Provider Number 03057C, NTIS Code 91345

Page 17
Legislative Requirements and Compliance

CSF adheres to all relevant Commonwealth, State and Territory legislation and regulatory requirements which affect the operations of CSF. Students are required to abide by these laws and regulations and are made aware of specific requirements through the Policies and Procedures Manual, Staff and Student Handbooks, induction and orientation sessions, notice boards, memos, discussions and meetings. Most of the publications regarding the above legislation are held on site or may be accessed through their websites. Staff are available to assist in making such legislation readily accessible to students. The Managing Director is responsible for the dissemination and implementation of the relevant legislation. Legislation within CSF’s scope includes regulations related to:

- Occupational health and safety
- Workplace injury, management and Workers Compensation
- Racial discrimination
- Human rights and Equal Opportunity Commission
- Affirmative action
- Disability discrimination
- Sex discrimination and harassment
- Vocational education and training (VET)
- Privacy provisions

The various acts are kept at CSF by the administration and are available for reference. The acts include:

- OH&S Act 2000
- Privacy and Personal Information Protection Act 1998
- VETA Act 1990
- Anti Discrimination Act 1977 & Disabilities Services Act 1993
- ESOS Act 2000

The Managing Director, Director of Studies, Compliance Officer and or SSA is responsible for updating the legislation and disseminating this legislative information to all personnel. Staff and students are instructed how to locate relevant legislation and download material from websites to ensure the latest amendments are used.

Appropriate government offices are mentioned in the ‘Access and Equity’ section of this Student Handbook.
Entry Requirements for Students

All applicants must apply in writing on CSF’s application form, which is available from the CSF Website (www.sportcollege.nsw.edu.au), by demand or at the CSF office. All applications are treated on merit. CSF adheres to all Equal Employment Opportunity [EEO] and Access and Equity legislation and there is no discrimination on the basis of race, culture, religion, ethnic background and customs but all applicants are required to meet the entry standards for their chosen course.

Because of the physical nature of the martial arts courses certain physical standards are required. These must be met for successful application. Mature age students who may have other qualifications and/or work experience are encouraged to apply. Men and women from minority or disadvantaged groups are also encouraged to apply. The marketing and recruitment material includes statements on these matters. Staff are available to assist these people. Where further assistance to obtain entry qualifications is needed, staff will advise on other institutions where tuition can be given.

Entry requirements are clearly set out on CSF’s Application Form and website. All applications are reviewed by CSF and on assessment of each application a letter of offer will be sent to those applicants who meet the entry requirements.

Students’ Entry Requirements

To apply at College of Sports & Fitness you must:

› Complete all details on the Application Form and post or fax the form to the College or complete and submit the online Application Form.
› Pay the course fees according to the course fees schedule (in Australian dollars).
› Obtain and comply with your Student Visa (international students)
› Attach certified copies of academic records including subject descriptions and/or work experience.
› Have achieved an English language level of minimum TOEFL 500, IELTS 5.5 or equivalent (international students)
› Be 18 years of age or above.
› Have complete physical ability (this would be limited for example by missing primary body limbs i.e. an arm or leg, or having completely impaired vision or hearing).
Transfer between CSF and Other Registered Providers

CSF’s Managing Director, Director of Studies and or SSA will assess requests from students wishing to transfer between registered providers prior to the student completing six months of their principal course in accordance with the College’s procedures.

CSF will not knowingly enrol a student wishing to transfer from another RTO prior to the student completing six months of his/her principal course of study except where:

- The original RTO has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- The original RTO has provided a written letter of release
- The original RTO has had a suspension imposed on its registration by the Australian Government
- Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for the change

CSF has in place a written document student transfer request assessment policy which is available to students and staff.

This policy details:

- The circumstances in which CSF will grant a transfer
- The circumstances CSF considers as providing reasonable grounds for refusing a student’s request
- A reasonable time frame for assessing and replying to the student’s transfer request having regard to the restricted period

CSF will grant a letter of release only where the student has provided a letter to CSF from another RTO confirming that a valid enrolment offer has been made.

CSF does not charge any fee for this release letter but advises the student of the need to contact the Department of Immigration and Citizenship [DIAC] to see whether another new student visa is needed.

Where CSF does not grant a letter of release, CSF will provide written reasons for refusing the request. CSF will advise the student that he/she has the right to appeal this decision according to CSF’s Complaints and Appeals policy.

CSF maintains a complete record on the student’s file of all matters relating to the transfer request and all decisions made. As with CSF’s policy this is subject to privacy conditions but is available to the student if they wish.

Student Transfer Procedure

Student Visa Condition 8206 restricts students from transferring to another provider (institution) for the first six months of commencement of their primary course.

For Prospective Students

Steps for requesting a transfer into the College of Sports & Fitness (CSF) are as follows:

1. The student must submit a written request to transfer into the College of Sports & Fitness (CSF enrolment form), outlining their reasons for the transfer, and include a letter of release from the current institution.
2. The student must be assessed on CSF’s entry requirements.
3. College of Sports & Fitness evaluates the application within 10 days. The request to transfer from another institution will only be denied, if it is deemed to be of detriment to the student first six months of commencement of their primary course. Unless letter of release has been issued by Institute.
4. College of Sports & Fitness and the student meet to discuss their options.

If transfer is granted:

1. A letter granting the Acceptance of transfer to CSF is sent to the student within 10 days of receiving the application to transfer (see enrolment form). A copy of this letter will also be retained in the student file.
2. A copy of the relevant letter issued to the student will also be sent to DIAC and the student will be advised to contact DIAC for further instructions regarding their student visa.
3. DIAC is advised via PRISMS.
4. The student record is updated in the College Administration System.

If the transfer is not granted:

1. Within 10 days of receiving the application to transfer into CSF, a letter is issued to the student informing them of the reasons their application to transfer has not been granted. A copy of the letter is retained in the file's 'applied/not excepted student'.
2. The student is informed of their right to access the complaints and appeals processes.
3. If the student still wishes to transfer into the College of Sports & Fitness, a copy of the relevant letter issued to the student outlining the reasons a transfer was not approved will also be sent to DIAC and the student will be advised to contact DIAC for further instructions regarding their student visa.

For Current Students

Steps for requesting a transfer to another institution are as follows:

1. The student must submit a written request to transfer to another institution, outlining their reasons for the transfer, and including a letter of offer from the other institution.
2. College of Sports & Fitness evaluates the application within 10 days. The request to transfer to another institution will only be denied, and a letter of release not provided, if it is deemed to be of detriment to the student.
3. College of Sports & Fitness and the student meet to discuss their options.

If the transfer is granted College of Sports & Fitness will:

1. Explain the fee implications, if applicable.
2. Advise the student of any visa implications, and encourage student to seek independent advice directly from DIAC.
3. Notify student of the decision in writing and retain a copy in student file.
4. Provide a Letter of Release if transfer is approved.
5. Notify DIAC via PRISMS, if transfer is approved.
6. Update the student record in the College Administration System
7. If the student chooses to transfer after six months but before the completion of the course in their principle course and complete course fees have been paid, the CSF Managing Director will calculate a pro-rata based refund. Students should refer to the ‘Refund Policy’ for details.

If the transfer is not granted:

1. Within 10 days of receiving the application to transfer, a letter is issued to the student informing them of the reasons their application to transfer has not been granted. A copy of the letter is retained in the student file.
2. The student is informed of their right to access the complaints and appeals processes at College of Sports & Fitness.
3. If the student still wishes to withdraw from College of Sports & Fitness, a copy of the relevant letter issued to the student outlining the reasons a transfer was not approved will also be sent to DIAC and the student will be advised to contact DIAC for further instructions regarding their student visa.

Completion within the Expected Duration of Study

CSF has in place documented policies and procedures for monitoring each student’s progress to ensure that students complete their course within the expected duration. A record of the student’s course program is maintained in each student’s personal file and staff regularly check student progress. Where there is a possibility that progress is not satisfactory this is brought to the student’s notice in an interview with an appropriate staff member and action is taken to assist the student. All such interviews are documented and retained on the student’s file.

CSF will only extend the duration of a student’s study where it is clear that he/she will not complete the course within the specified time for the following reasons:
- Compassionate or compelling circumstances [e.g. illness – medical certificate needed, where CSF was unable to offer a pre-requisite unit]
- CSF implementing its intervention strategy for students at risk of not meeting satisfactory course progress
- An approved deferment or suspension of study granted under Standard 13

Where there is a variation in the student’s enrolment load which may affect the expected course duration [Standard 9.2 National Code of Practice – Education Service to Overseas Student Act 2000], CSF will record this variation and give reasons. This is placed on the student’s file. CSF will report the student via PRISMS and/or issues a new CoE when the student can only account for the variation[s] by extending his/her expected duration of study.

Except in the circumstances specified in Standard 9.2 of the National Code of Practice – Education Service to Overseas Student Act 2000, the expected duration of study specified in the student’s CoE will not exceed the CRICOS registered course duration.
Intervention from CSF

What is ‘intervention’?

Intervention means ‘action’. CSF will take action to improve a situation when we can see something is not working. This is particularly important with situations connected to attendance and academic progress, or where we can see there is a risk to your student visa as a result of this.

CSF has a process for monitoring academic progress and attendance. This takes place when either the Trainer/Assessor, Training Manager and/or Director of Studies feels the student could be in danger of failing to meet the necessary student visa conditions stated by DIAC, and the ‘ESOS’ act 2000 (Education Services for Overseas Students)

Academic Progress

The College of Sports & Fitness monitors students’ course progress for purpose of CRICOS approved course. CSF is proactive in notifying and counseling students who are at risk of failing to meet course progress requirements in accordance with their student visa conditions. CSF will report students under section 19 of the ESOS act, who have breached the course progress requirements.

CSF monitors the students’ academic performance at the completion of each unit of competency (subject) per qualification. An intervention will take place for academic performance if the student reaches 70% competency for the current study period of the qualification or if the student is approaching the end date of the current qualification of studies and wish to continue further studies with CSF. For more details on the intervention processes for academic results please see below ‘CSF Policy for Implementing Intervention Regarding Academic performance’.

CSF Policy for Implementing Intervention regarding Academic Performance

CSF monitors students’ course progress closely using student’s assessment results of each unit and RTOMANAGER. Student’s results are marked by qualified assessor and recorded on the Assessment Tracking Sheet (ATS). Data from the ATS is inputted into RTOmanager, a Student Management System (SMS) and used to calculate student’s current academic progress. Using CSF’s SMS, CSF is able to be proactive in notifying and counseling students who are at risk of failing to meet course progress requirements in accordance with their student visa conditions. CSF will report students under section 19 of the ESOS act, who have breached the course progress requirements.

CSF monitors the students’ academic performance at the completion of each unit of competency (subject). An intervention will take place for academic performance if the student falls to competency levels of the following:

- 70% (Stage 1 Intervention)
- 60% (Stage 2 Intervention) and
- 50% (Stage 3 Intervention/ Final Stage)

The Intervention Stages are implemented on a per certificate basis if necessary i.e. **Academic levels for each student start at 100% at the beginning of each certificate. All students must be competent in all subjects related to the current qualification of studies before progressing to a higher level of qualification.**

- 70% (Stage 1 Intervention)
  Initial one-on-one interview with student’s Trainer/assessor and student (signed off by student, and Trainer/assessor). During the interview the Trainer/assessor will work out the reason(s) for lack of academic performance and implement a strategy for improvement (1st intervention plan).

- 60% (Stage 2 Intervention) – academic level continues to fall.
  The student will receive an official letter from CSF stating that their academic progress is reaching the minimum satisfactory level required for their student visa, and set another face to face interview to assess the reasons why the student had failed to progress the initial intervention plan. During this meeting the Training manager and trainer/assessor will outlining a secondary intervention plan (if
applicable) for the student to attempt and improve their performance, as well as notifying them that they will be issued with a final warning letter if they do not comply.

- **50% (Stage 3 Intervention/ Final Stage)**
  
  The final warning letter is issued stating that improvement strategies have not been followed, and that CSF will report student to DIAC (Department of Immigration and Citizenship) through PRISMS (Provider Registration and International Students Management System) regarding student’s academic progress failure. The student will also be notified of the right to appeal against CSF’s decision, firstly internally via CSF’s Complaints and Appeals Procedure and if not successful an external option will be provided to the student. The student has 21 days to appeal against the original decision letter date, and if the students fail to do this, then CSF will proceed with the intention to report to DIAC. If appeal against CSF’s decision has been made, CSF will assess and notify the student of the result within 14 days. Whilst all review of appeal is being reviewed the initial 21 days will be extended accordantly.

### Procedures for Intervention

Please note that these procedures should be read in conjunction with the flowchart ‘Academic Progress Intervention’ which is also attached here as *(Appendix 1)*

Trainers responsible for their session/classes are to maintain a progress on students whom may be academically failing using ‘RTOmanager Database’. *Students can be intervened, but not limited to:*

- Certificate II- the first 6 Units of Competency (subjects) for the certificate have been assessed.
- Certificate III- the first 8 Units of Competency (subjects) for the certificate have been assessed.
- Certificate IV- the first 10 Units of Competency (subjects) for the certificate have been assessed.

Use the following formula and the tables above to see if intervention for each student is necessary. The benchmark for Intervention stage one is 70% or below.

\[
100\% - (\text{Theory \% level} + \text{Practical \% level}) = \text{current academic level for a particular Certificate.}
\]

If a student is above the 70% benchmark then Intervention is not necessary, *unless the student is nearing the end date of the current qualification of studies and is planning to continue his or her studies at CSF.*

Otherwise if their academic level is below 70% of the current course of studies then Intervention will be implemented.

To find out student course progress log into RTOmanager and search academic reports;  

*CSF has a precaution warning strategy prior to implementing the intervention stages. These warning letters can be found in CSF file directory RTOMANAGER templates and letters.*
**Intervention Stage One – Initial Improvement Plan**

**Procedures for implementing stage one academic intervention are:**

1. **Email and send letter to Student:**
   A letter – *Initial Intervention Letter* requesting to meet with the student and discuss their academic progress is to be sent to the student home address, email and agent if applicable and one copy saved in student file.
   *A sample of this letter can be found in CSF file directory RTOMANAGER templates and letters.*

2. **Complete Improvement Plan template:**
   Prior of interview date the relevant Trainer/Assessor must fill out Improvement Plan with what is required for the student to complete and attach all relevant resources.
   *A sample of this template can be found in CSF file director;*
   
   **P:\ICC\STUDENT SERVICE ADVISOR\INTERVENTIONS**

3. **Conducting the interview:**
   
   a) The interview should be conducted by the relevant trainer initiating the intervention. During the interview, the reasons stated in the letter should be re-stated verbally in the interview, and the student should be made aware that if they do not honor this Improvement then CSF will be implementing stage 2 of the intervention process.

   b) The staff member will state the reason why the student has missed assessments or been absent. If the staff member feels there are compassionate or compelling circumstances regarding student reasons, than the student must file a complaint and appeals form to review issued subject results.

   E.g. Student has been absent from CSF for an extended period of time without approval of temporary suspension or deferment of studies but has provide a compelling or compassionate reason for absentee. This case will need to be reviewed by several member of CSF prior of making final decision.

   c) Remind the student that there are **three** stages to the intervention process and that the third stage is the final notification of CSF’s intention to report the student for breach of student visa conditions (to DIAC, and DEEWR through PRISMS),

   d) After the interview, the student must read, sign and date the ‘Student Declaration’, and the staff member is to complete in detail the Interview Record section within the Intervention Stage One. Ensure all details; including names, signatures, save a copy in RTOMANGER and insert journal of interview / intervention conduction in RTOMANGER.

   e) A copy of the plan must be given to the student and all assessment materials.

   f) Record the due date of the assessment plan within outlook, include a reminder for yourself and CC trainer and assessor Admin personnel.

   *If the first stage Improvement Plan is successfully completed, then the Improvement Plan can be finalized and placed into the student’s file RTOMANAGER. – How to finalise student intervention plan see updating student’s result after intervention process within RTOmanager.*

   g) If the student has not completed the first intervention plan, immediately the trainer/assessor responsible for this task must implement 2nd stage intervention. – How to implement second stage interventions go to Intervention Stage Two, section of this handbook.
4. Updating student’s result after intervention process within RTOmanager:


a) Trainer/assessor to complete the ATS, archiving cover sheet, attach all relevant re-assessment documents and marking sheet, insert new journal related to completion or non-completion of the intervention stage and hand all documents to trainer/assessor admin personnel to input results into RTOMANAGER.

b) Trainer/assessor admin personnel to insert amend student subject result (s).

c) Admin personnel to hand documents for archiving/storing.
**Intervention Stage Two – Secondary Improvement Plan**

There are only two reasons why a student should be placed on the second intervention stage;

- If the student failed to complete the initial intervention stage within the time agreed or
- If the student has academically fallen below 60% of overall course progression.

**Procedures for implementing stage two academic interventions are: - student trainer/assessor and the training manager must be present for this stage.**

1. Email and send letter to Student:
   A letter – Second Intervention stage requesting to meet with the student and discuss their academic progress is to be sent to the student home address, email and agent if applicable and one copy saved in student file.
   *A sample of this letter can be found in CSF file directory RTOMANAGER templates and letters.*

2. Re-assess student initial improvement plan
   a) The student trainer/assessor, training manager and the student are to assess why the 1st improvement plan has not been completed.
   b) If the training manager and trainer/assessor feel that the student was not taking the 1st improvement plan seriously the second improvement plan and second stage is to be implemented.
   c) If the training manager and trainer/assessor feel that there are compelling or compassionate reasons to why the student has not yet completed the initial improvement plan, than initial intervention stage will be re-assessed and the student will be given a reasonable time to complete the 1st stage intervention.
   
   *E.g. Student has been absent from CSF for an extended period of time without approval of temporary suspension or deferment of studies but has provide a compelling or compassionate reason for absentee. This case will need to be reviewed by several member of CSF prior of making final decision.*

3. Implementing and completing the Second Stage Intervention:
   a) On the day of the interview the Trainer/Assessor must fill out a second Improvement Plan with what is required for the student to complete and attach all relevant resources.
   *A sample of this template can be found in CSF file director; P:\ICC\STUDENT SERVICE ADVISOR\INTERVENTIONS*
   b) Remind the student that there are three stages to the intervention process and that the third stage is the final notification of CSF’s intention to report the student for breach of student visa conditions (to DIAC, and DEEWR through PRISMS).
   c) After the interview, the student must read, sign and date the ‘Student Declaration’, and the staff member is to complete in detail the Interview Record section within the Intervention Stage One. Ensure all details; including names, signatures, save a copy in RTOMANAGER and insert journal of interview / intervention conduction in RTOMANAGER.
   d) A copy of the plan must be given to the student and all assessment materials.
   e) Record the due date of the assessment plan within outlook, include a reminder for yourself and CC trainer and assessor Admin personnel.
If the second stage Improvement Plan is successfully completed, then the Improvement Plan can be finalized and placed into the student’s file RTOMANAGER. – How to finalise student intervention plan see updating student’s result after intervention process within RTOmanager.

f) If the student has not completed the second intervention plan, immediately the training manager and or the trainer/assessor responsible for this task must implement Notification of CSF intent to report student for non-compliance. – How to implement this stage go to Intervention Stage Three – Notification of CSF’s intention to report the student for non-compliance (Final Stage) section of this handbook.

5. Updating student’s result after intervention process within RTOmanager:


d) Trainer/assessor to complete the ATS, archiving cover sheet, attach all relevant re-assessment documents and marking sheet, insert new journal related to completion or non-completion of the intervention stage and hand all documents to trainer/assessor admin personnel to input results into RTOMANAGER.

e) Trainer/assessor admin personnel to insert amend student subject result(s).

f) Admin personnel to hand documents for archiving/storing.
--Intervention Stage Three – Notification of CSF’s intention to report the student for non-compliance (Final Stage)

Stage three of intervention will be for those students who have not followed previous intervention plan or academically fallen below 50%.

1. **Email and send letter to Student:**
   A letter – Final Stage-intent to report the student is to be sent to the student home address, email and agent if applicable and one copy saved in student file.
   **A sample of this letter can be found in CSF file directory RTOMANAGER templates and letters.**

2. **Notify Managing Director and CoE officer:**
   a) Via email notify managing director and CoE officer of the intention to report student for non-compliancy in academic progress.
   b) CoE officer to insert date in the outlook reminder of when the student should be reported via PRISMS and CoE cancelled.
   c) CoE officer to send a copy of the notification of cancelled CoE which is generated by PRISMS to the student, student agent (if applicable), insert journals in student and agent RTOMANAGER file and save a copy within student RTOMANAGER file.

3. **Student accessed the appeals process**
   a) If the student submits an appeal against the decision to report the student within 21 days of the final notification intent to report, the managing director or the director of studies is to suspend all action against the student until a response to the appeal has being issued.
   b) If the response favours the student appeal, the managing director will not cancel student CoE and will reinstate the student timetable, re-allocate student classroom and notify the CoE officer of the resolution.
   c) If the student appeal against the decision to report the student is unsuccessful the student will be given the chance to appeal against the MG or DOS decision, but the student must access this external appeal procedures before the 21st day of the initial intention to report notification. Unless compassionate or compelling circumstances the 21st day will not be extended.
   d) The CoE officer is to notify all relevant staff regarding the student outcome of appeal and action and record a journal of the result of the appeal within RTOMANAGER.

A sample of the appeals application can be obtained from CSF file directory;  
P:\ICC\STUDENT SERVICE ADVISOR\INTERVENTIONS
Appendix 1

Flowchart for Intervention Strategy

Warning Letter Flowchart

- Student reaches X NYC's
- Warning letter sent
- Accessed appeal against assessment result
- Wait until student reaches 6 NYC’s
- NYC’s converted to C’s
- Yes
- Appeal approved
- No
- No
- Yes
- 0 NYC’s
- No
1st Stage Intervention Flowchart

- **X NYC’s**
  - 1st stage intervention (must pay $250)
  - Accessed appeal against charge

  - **Yes**
    - Appeal approved
      - **Yes**
        - Improvement plan conducted without charge
      - **No**
        - Complied with improvement plan
          - **Yes**
            - Back to 0 NYC’s
          - **No**
            - 2nd stage intervention
  - **No**

VC010– 14/03/2012 Student Handbook International College of Capoeira Pty Ltd Trading as College of Sports & Fitness ABN: 90 125 114 730 CRICOS Provider Number 03057C, NTIS Code 91345
2nd Stage Intervention Flowchart

2nd stage intervention (must pay $250)

Acessed appeal against reassessment charge

Yes

Appeal approved

Yes

Improvement plan conducted without charge

No

Complied with improvement plan

Yes

Back to 0 NYC's

No

3rd stage intervention Intention to report to DIAC
3rd Stage Intervention – Intention to Report Flowchart
Access External Appeals and or Complaint Services
(Example)

Contact Details for External Appeals Process for Students Enrolled at the College of Sports & Fitness

If you have already accessed and are not satisfied with CSF’s internal Complaints & Appeals procedure, then you also have the right to access a complaints and appeals process externally (independently of CSF).

If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students 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.

To access an external appeals complaints & process you may wish to contact the Overseas Students Ombudsman (OSO)

- **Phone:** 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries during Australian business hours 9am to 5pm Monday to Friday
- **Email:** ombudsman@ombudsman.gov.au
- **Fax:** 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.
- **Postal:** GPO Box 442 Canberra ACT 2601
- **Website:** www.oso.gov.au

**PLEASE NOTE:** Where an independent person (Overseas Student Ombudsman) has been engaged he/she will be required to submit a written report to the Director of the College of Sports & Fitness, indicating decisions made and reasons for the decisions.

As soon as a final decision has been made via the external appeals process, the Director of CSF will advise the student of the outcome. Whatever the outcome may be the College of Sports & Fitness will immediately implement any decisions and/or corrective and preventative actions required and inform you of the action being implemented.

**Signature of Director:** ……………………………………………… **Date:** ………………………

*College of Sports & Fitness*
Course Attendance

Evan though the College of Sports & Fitness does not report to DIAC regarding students’ compliancy with student visa conditions relating to attendance. CSF understands and believes that in order for the student to academically progress within the course of study the student must maintain an 80% minimum attendance on lectures / sessions to be deemed competent, especially since some of CSF assessments are based observation of their practical work/preparation for work placement within the industry. Therefor CSF is proactive in notifying and counseling students who are at risk of failing to meet attendance requirements. CSF will review/investigate all students attendance internally and if found that attendance has affected student academic progress than CSF will have no choice but to report students under section 19 of the ESOS act, who have breached the academic progress requirements.

Students are required to attend at least 90% of training sessions and associated activities and to be punctual. Attendance is monitored and recorded at CSF by two methods. Class roll and inputted into CSF student database system. Both of these methods will be used to calculate your attendance.

Structure of the Courses

All courses offered will be delivered and assessed in accordance with the requirements of the relevant Training Package and/or Accredited Courses. Courses will be delivered on a full-time basis face-to-face learning and some units are delivered and assessed on E-Learning method. Details of the courses will be set out in the course handouts issued to all students to ensure that all students are fully aware of what is required of them.

Diploma is a ‘package’ of qualifications. All students applying for Diploma in Sport Coaching will be issued four (4) CoEs (Confirmation of Enrolment) (for Certificate II, Certificate III, Certificate IV & Diploma). Course duration of the complete package is three years unless Recognition of Prior Learning (RPL) has been demonstrated.

- SIS20510 Certificate II in Sport Coaching (3 month)
- SIS30710 Certificate III in Sport Coaching (6 month)
- SIS40510 Certificate IV in Sport Coaching (9month)
- SIS50510 Diploma in Sport Coaching (18 month)

Complete analysis of course the above qualification structure access CSF learning and assessment strategy (LAS).

Programs Offered

CSF offers the following programs from selected Training Packages and Accredited Courses:

<table>
<thead>
<tr>
<th>NTIS</th>
<th>Program title</th>
<th>Award given</th>
<th>Training package/Accredited course</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIS20510</td>
<td>Certificate II in Sport Coaching</td>
<td>Certificate II in Sport Coaching</td>
<td>SIS10 Sport, Fitness and Recreation Training Package 1.3</td>
</tr>
<tr>
<td>SIS30710</td>
<td>Certificate III in Sport Coaching</td>
<td>Certificate III in Sport Coaching</td>
<td>SIS10 Sport, Fitness and Recreation Training Package 1.3</td>
</tr>
<tr>
<td>SIS40510</td>
<td>Certificate IV in Sport Coaching</td>
<td>Certificate IV in Sport Coaching</td>
<td>SIS10 Sport, Fitness and Recreation Training Package 1.3</td>
</tr>
<tr>
<td>SIS50510</td>
<td>Diploma of Sport Coaching</td>
<td>Diploma of Sport Coaching</td>
<td>SIS10 Sport, Fitness and Recreation Training Package 1.3</td>
</tr>
</tbody>
</table>
Timetable

Course timetables are set accordantly to the selected course of study. All students receive and or are informed of their session period / timetable prior of course commencement or continuation of course of study. However all students must re-enroll into a session period / timetable at the end of each current term of studies for the new up and coming term or qualification. Any student who does not enroll could be placed in whatever session period / timetable is available without the consent of the student. All new session periods / timetable schedule are advised and students are informed with more than 4 weeks prior of new session period / timetable commencement day.

Currently enrolments for session periods / timetable are done on a manual base at CSF and usually but not necessary in week 7 of the current term of study.

Course Credit

Recognition of Current Competencies (RCC)

CSF recognises the AQF qualifications and Statements of Attainments issued by properly registered training organisations (RTOs) within Australia. Awards issued by other RTOs must be authenticated and entered into our students’ record. All staff are made aware of the importance of this recognition as it has major implications for course credits given. Advertising and marketing materials include information on this recognition.

Recognition of Prior Learning (RPL)

All students have the opportunity to apply for Recognition of Prior Learning (if applicable) prior to their formal course enrolment but not during Orientation Session. Application forms for RPL are available through our website or at our administration office. Staff will examine RPL applications against the stated national competencies of the particular course and applicants are notified of the result as soon as possible.

Due to a sum of diverse styles and knowledge in Capoeira, CSF will not recognise RPL competency for Capoeira until skills and knowledge are demonstrated in a face-to-face assessment. This will need to be carried out prior to the Orientation Session. Fees for the administration of RPL apply, which are clearly shown on CSF’s Prospectus and available also on the college website (ww.capoeiracollege.com.au). CSF staff are available to assist in these applications and discuss any aspects of RPL.

CSF recognises that competencies can be achieved in a number of ways through:

- Formal and informal training
- Work experience
- General life experience
- Nationally Recognised Courses
- Any combination of the above

Examples of document evidence for RPL:

- Appropriate and authorised documentation which clearly indicates previous qualifications, work, projects and experience
- Submission of work/job experience documents
- Recognition of qualifications, awards and Statements of Attainment issued by other Registered Training Providers
- Challenge tests observed by a qualified assessor (Capoeira)
- Third party reports by appropriate persons (e.g. former employer, Capoeira Master)
- Any other appropriate evidence may be considered (Capoeira)

If approved for RPL this will have an effect on the length of your student visa and CSF and the student will need to notify DIAC regarding the exact length of the course.
Action to be taken with all relevant documentation of qualification or any other information from the above points, regarding the results of RPL will be discussed by the Managing Director and Trainers as to what effect this will have on the student’s program.

CSF’s Recognition of Prior Learning Procedure can be seen on the flowchart on the following page:
Recognition of Prior Learning Flowchart
International College of Capoeira

Student ticked the RPL box on application form in the intention of applying for RPL?

Student has completed the RPL Application form

Has student paid for RPL Fee which is stated on the Letter of Offer?

NO
ICC makes contact with the student to confirm if student wants to apply for RPL.

Student wishes to proceed with application for RPL and paid for the RPL fee accordingly to the Letter of Offer.

Student chooses not to proceed with RPL application.

OVERSEAS
Student will be assessed after orientation session. If applied for RPL.*

ICC disregards student application for RPL.

AUSTRALIA
Has student supplied ICC with supporting documents which are stated on the application form prior of orientation session?

NO
Student will be notified of not competent for RPL.

YES
Student has the right to appeal against decision, (see appeals procedure)

Student informed of college decision

Training manager or Director to input the number of subjects student is exempted from into his/her student file.

Training manager or Director to calculate the net course length and input into ICC data system in order to issue a CoE.

CoE is calculated if the student applies

After grant of student Visa (International Students Only)
ICC Director reports the change of course duration via PRISMS under section 19 of the ESOS Act if the student visa has already been granted.

Before grant of Student Visa (International Students Only)
If the student has not yet been granted the student visa, ICC will indicate the actual net course duration (as reduced by course credit) in the CoE.

* If student is applying for Recognition of skills and knowledge based on the specialisation "Capoeira" units than the student is to undergo a face-to-face demonstration/observation after orientation session.
Training Environment

Currently all training is carried out at CSF’s premises at 12 Wentworth Avenue, Darlinghurst, Sydney and 22 Wentworth Ave Darlinghurst, Sydney. The training environment provided by CSF is of the highest standard with all necessary resources and equipment to meet the requirements of the Training Packages or Accredited Courses. Where CSF proposes to hire additional suitable training venues they must comply with all ASQA’s training requirements and all current OH&S and other legislation. Suitable contracts for these venues will be signed by the Director. The training environment will be chosen with particular training in mind and all training resources will be available.

Training Material and Resources

Both staff and students will be issued with all the necessary course materials from the Training Packages and/or Accredited Courses. Additional material may be issued as needed. All necessary equipment is provided. Staffs are encouraged to discuss training resources with students and to listen to any suggestions they may have. Much of this material will be provided during students’ orientation and staff orientation. A checklist of materials issued to each student is available to every staff member and student.

Training Delivery

CSF provides a high quality and well-organised system of training delivery which is designed to enhance the training environment and is conducive to effective and efficient learning and teaching. It adheres to all statutory requirements and industrial regulations. Occupational Health and Safety [OH&S] is emphasised and students and staff are reminded of the importance of a safe working environment. Training sites must meet all OH&S standards.

A wide variety of training strategies is used in an effort to cater for individual’s learning needs, learning styles and the requirements of industry. All necessary Training Packages and/or Accredited Courses have been purchased and training and assessment is based on their requirements and guidance. All students and staff are briefed on their requirements during orientation.

Training strategies include:

- Lectures
- Practical tasks
- Exercises
- Demonstrations
- Projects and assignments
- Small group learning
- Self-directed learning activities
- Self-paced learning
- Audio-visual materials
- Individual learning contracts
- Guest lectures
- Case studies
- Role-play and simulations
- Group discussions
- Visits/Excursions to appropriate site

Evaluation of Training

Students are asked to evaluate training through a variety of methods including written questionnaires, class discussion, interviews and informal discussions. Training programs and delivery needs also to be discussed with current industry bodies to ensure that the training is meeting current industry practices. You, as staff, are also required to evaluate the training and also self-evaluate your own training delivery. Questionnaires are issued to students and staff to assist in evaluations. Staff may invite peers to observe their training delivery and as part of their own program to improve their own delivery and assessment. These evaluations can be discussed individually and noted on the staff member’s file.
All such evaluations are designed to help the professional development of the member. These evaluations are also designed to establish and maintain the highest possible standards of training. All course evaluations are analysed at staff meetings and recommendations made where relevant. Peer review of training delivery is also undertaken as part of the continuous improvement policy and development of good practice.

An example of a typical questionnaire is shown on the next page:
EVALUATION OF TRAINING (Example)

We are continually striving to improve all aspects of our operations and particularly our training programs. In this respect we would like you to take a few minutes to complete this questionnaire, which is about the training session [or training course] you have just completed. We value your comments, which will be analysed by our staff and used to make recommendations for any possible improvements. You are not required to give your name nor will you be identified in any way. We thank you for your participation. Please place a tick [✓] in the appropriate place to record your response.

Course name………………………………………………………………………………
Date of course………………………………………………………………………………

1. **Learning outcomes**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Were the learning outcomes clearly explained?</td>
<td>.....</td>
</tr>
<tr>
<td>Did you fully understand the learning outcomes?</td>
<td>.....</td>
</tr>
<tr>
<td>Comments………………………………………………………………………………………</td>
<td></td>
</tr>
<tr>
<td>......................................................................................................................</td>
<td></td>
</tr>
</tbody>
</table>

2. **Sequencing of sessions**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did the sessions proceed in a logical sequence?</td>
<td>.....</td>
</tr>
<tr>
<td>Was the way the sessions were structured helpful to your understanding of the material?</td>
<td>.....</td>
</tr>
<tr>
<td>Comments………………………………………………………………………………………</td>
<td></td>
</tr>
<tr>
<td>......................................................................................................................</td>
<td></td>
</tr>
</tbody>
</table>

3. **Subject matter**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was the subject matter (topic) relevant to the learning outcomes?</td>
<td>.....</td>
</tr>
<tr>
<td>Did you fully understand the subject matter?</td>
<td>.....</td>
</tr>
<tr>
<td>Comments………………………………………………………………………………………</td>
<td></td>
</tr>
<tr>
<td>......................................................................................................................</td>
<td></td>
</tr>
</tbody>
</table>

4. **Training methods**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Were the training methods used appropriate for the learning outcomes?</td>
<td>.....</td>
</tr>
<tr>
<td>Did the trainer give clear and precise answers to questions?</td>
<td>.....</td>
</tr>
<tr>
<td>Did questions asked encourage responses?</td>
<td>.....</td>
</tr>
<tr>
<td>Were you encouraged to actively participate in the session?</td>
<td>.....</td>
</tr>
<tr>
<td>Was the session well paced and not hurried?</td>
<td>.....</td>
</tr>
<tr>
<td>Did the trainer maintain your interest throughout the session?</td>
<td>.....</td>
</tr>
<tr>
<td>Was sufficient time given for practice?</td>
<td>.....</td>
</tr>
</tbody>
</table>
Was adequate feedback given to check progress and understanding?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

5. **Training environment**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Was the training environment suitable?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

Was there good rapport between the students and the trainer?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

6. **Learning Resources**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Were the learning resources adequate for the achievement of the learning outcomes?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

Will the resource material be useful ‘on the job’ (in a real sport coaching environment)?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

Did the trainer use the resources effectively throughout the session?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

General comments……………………………………………………………………..  
…………………………………………………………………………………………  
…………………………………………………………………………………………  
…………………………………………………………………………………………  

7. **Assessment of Students**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Did the trainer check the level of understanding of session material during the session?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

Did the trainer assess the students at the end of the session?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

Were the assessments appropriate?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

Were the assessments fairly conducted?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

Did you have the chance to discuss the assessment with the assessor?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

8. **Communication**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Did the trainer communicate effectively?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

Were explanations clearly given?  

Comments……………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  
………………………………………………………………………………………………  

VC010– 14/03/2012 Student Handbook International College of Capoeira Pty Ltd Trading as College of Sports & Fitness ABN: 90 125 114 730 CRICOS Provider Number 03057C, NTIS Code 91345

Page 42
Did the trainer engage the students in effective discussion? ...... ......

Comments..................................................................................................................................
..............................................................................................................................................
..............................................................................................................................................

9. Session closure

Did the trainer sum up the total training session using appropriate methods? ...... ......

Comments: ..................................................................................................................................
..............................................................................................................................................
..............................................................................................................................................

Overall rating of training session

On a scale of 1 to 5 how would you rate the general effectiveness of the training sessions?


1 2 3 4 5
very very poor good

You may wish to add further comments. They would be appreciated. You might like to suggest possible changes and improvements to the session.
..............................................................................................................................................
..............................................................................................................................................

Thank you for taking the time to answer this questionnaire
Assessment Procedures

All assessment procedures meet the National Assessment Principles and the requirements of the Training Packages and Accredited Courses. Assessment criteria and any relevant assessment conditions are clearly set out in all training modules and in course handouts and trainers are required to discuss assessment with students prior to, and during, module training. It is the trainer’s task to ensure that all students are fully aware of what is required of them to achieve the competency. Discussions of alternate or modified assessment will be discusses as the need arises with students with any difficulties. There is no hidden agenda in the assessment procedures.

All assessment is carried out by qualified assessors [or by trainers and supervisors under the supervision of qualified assessors] and is designed to ensure that the student’s performance is assessed against the stated competencies in the Training Packages or Accredited Courses.

To help cater for individual differences in learning a variety of assessment strategies is used including:

- Practical demonstrations of tasks
- Short written tests to assess underpinning knowledge
- Oral questioning to assess underpinning knowledge
- Observation of processes
- Role play and simulation
- Projects and assignments
- Case studies
- Critical incidents
- Documents, portfolios
- Observations
- Third party reports [from supervisors, employers and other relevant persons]

In many cases the assessment may be holistic in that it will integrate a number of competencies. As far as possible feedback is given immediately. Oral questioning is also of major significance as it enables the assessor to assess the underpinning theory as the skills are being performed.

CSF’s policy incorporates the national assessment principles of validity, reliability, flexibility and fairness.

All assessments are signed off by the assessor in accordance with CSF’s policy. Results are discussed with the student and recorded in the appropriate format. They are stored in conformity with CSF’s policy and archived in accordance with VETAB’s policy. Students have access to their files and privacy conditions are maintained. Records are maintained both on disc and hard copy and retained in two locations for 30 years. No person other than the Managing Director, designated staff member and the student himself/herself is able to access a student’s records. The student can, if he/she so wishes, authorise in writing for another person to view his/her record. This must be verified by the Managing Director or other authorised person.

To ensure the validity and reliability of assessments CSF analyses and validates assessment strategies and results at least annually. This is carried out where possible by a formal meeting of assessors, or by the Managing Director and selected staff comparing results on similar competencies. Students and staff are also asked to comment on assessment strategies in the training evaluation questionnaire. Written records of these meetings are kept.

Assessments Policy on Cheating

Cheating or dishonesty will not be tolerated at CSF. Honesty is an underlying principle that a person must have as an integral standard. Any cheating on assignments or during assessments will be treated seriously and may result in a student being disqualified from completing a course, or excluded from attendance at any training or courses conducted by the College of Sports & Fitness. The usual penalty will be an assessment result of ‘Not Yet Competent’ (NYC).
If disciplinary action is taken by the Trainer/Assessor or Training Manager against a student, and a penalty is imposed, that student shall have access to the Complaints & Appeals process of CSF where the student will be entitled to know the nature of the allegations against them.

**Assignment Layout**

All written assignments submitted for assessment must be typed and laid out to meet the following requirements:

- **Font** Times New Roman
- **Size** 12 point
- **Print Colour** Black
- **Paper Colour** White
- **Line Spacing** 1.5 lines
- **Header** <Subject> <Assessment Number> <Student Name>
- **Footer** <Date> <Page # of #>

Incorrectly formatted assignment tasks will be returned un-assessed. All assignments must be accompanied by the appropriate assignment cover sheet, as supplied by the College of Sports & Fitness.

**Due Dates**

Students who fail to submit assignments by the set due date may be marked as ‘Not Yet Competent’ (NYC), unless an extension has been granted.

**Granting of Extensions for Late Submission of Assignments or Late Oral Presentations/Demonstrations/Observations**

A due date for a written assignment/portfolio/project is the final acceptable date for submission of a written assignment. Written assignments may be handed in any time up to and including the due date. If you have a serious problem please speak to your Trainer, in the first instance. However, the following problems are not regarded as so out of the ordinary to warrant the granting of an extension by the Training Manager:

- a. A minor accident involving a few hours paperwork
- b. Other essays due the same day
- c. Work pressures
- d. An interruption to study during the semester
- e. Travel arrangements which conflict with the due date.

In the absence of an appropriate reason, a student’s work will not be accepted for assessment or, at the discretion of the Training Manager, will be penalised 5% of the overall weight of the assignment per day.

Similar considerations apply to the presentation of oral work. Where a student has signed an Assessment Agreement and an Assessment Plan to undertake an oral presentation/Observation/Demonstration on a particular day the student must do so unless there are exceptional circumstances. If there are insufficient grounds students will not be permitted to present their work at a later date or, at the discretion of the course coordinator, may be marked as ‘Not Yet Competent’.

Similar considerations also apply to the granting of special consideration or a deferred Written Knowledge Test. In particular, students who make travel arrangements or undertake work commitments before notification of the assessment date do so at their own risk and will be granted deferred assessments only in circumstances beyond their control, e.g. serious illness or the death of a close relative.

It is important that students with minor difficulties do not abuse the system so that it falls into disrepute and is then not made available to students who genuinely require it. It is equally important that students
who are experiencing serious difficulties should seek help or assistance from the CSF Student Services Advisor (or Managing Director where appropriate), or other agencies, services or professionals (as outlined in your Student Guide), at the time.

Students who cannot submit an assignment by the set due date can apply for an extension of up to a maximum of seven days by submitting the appropriate request in writing, setting out their name, subject, assignment title, due date, an explanation of the reason for the request and attaching any supporting evidence for the claim. This application must be submitted to the Training Manager, in Room A1 (Level One) 12 Wentworth Avenue, Darlinghurst no later than 4:30pm on the due date of the assignment. Extension applications received after this date will not be considered. Students who require an extension of more than seven days after the set due date shall make an application for special consideration.

Submission of Assignments/Written Work

Students must submit assignments to their Trainer on the due date. The Trainer will record receipt of the assignment, noting time and date. The Trainer will assess the assignment and you will be notified of the results in most cases by the completion of each subject.

Assignment Referencing

Students are formally advised that the only acceptable practice allowed in relation to providing referencing at the end of the assignment, essay or research paper is a list of references that have been cited in the assignment, essay or research paper. Students may title this “Reference List” or “Bibliography” but this list will include cited references. This means that students will not include in their reference list/bibliography any material that is not clearly cited in the body of their assignment.

Furthermore, the referencing system that the College of Sports & Fitness requires students to use is the ‘Author-Date’ or ‘Harvard’ system. The particular form of Harvard system that must be used is system 2 as described Below:

The following information is provided for students to assist them with referencing:

**Examples of Entries in Lists of References and Bibliographies**

1. **Book: one author**
   
   Generally only the author’s initials should be used. However, the author’s given name may be spelt out in full to assist the reader to distinguish the author from another author with the same initials:
   

2. **Book: two authors**
   
   Names of authors should be cited in the order in which they appear on the title page:
   

3. **Book: three authors**
   

4. **Book: more than three authors**
   
   All authors’ names are listed in the ‘List of references’ or ‘Bibliography’, even when et al. is used in the textual reference. With six or more authors, cite only the name of the first author mentioned on the title page, followed by ‘et al’.

5. **Book: edition other than first**
   

6. **Book: author (s) unknown**
   
   Make sure that there really is no named author, not just that you neglected to take note of the authors name during your reading:
   
   Criminal Law and Procedure NSW (1999), Sydney: Butterworths

VC010– 14/03/2012 Student Handbook International College of Capoeira Pty Ltd Trading as College of Sports & Fitness ABN: 90 125 114 730 CRICOS Provider Number 03057C, NTIS Code 91345

Page 46
7. **Book: editor (or compiler, reviser, translator) as ‘author’**
   Often a book is a collection of writings – called ‘readings’, ‘papers’ or ‘essays’ – by different people writing separately, but published under the editorship of one or more persons. Entries in the List of References do not often refer to the whole work, but more often to one particular article in the book (See example 8). However, if you were writing a Bibliography, you would include an edited work:

8. **Book: component part by one author in a work edited (or compiled) by another**

9. **Book: corporate authorship**
   It is important that the textual reference agree in all details with the entry in the List of References:

10. **Journal article**
    Most of the same rules apply as for a book, but page numbers for the whole article are included in the bibliographic entry for a journal:
    Where the journal is referred to by number only, the form of entry is:
    Muller, V. (1990) “Private Discourses from the Pedagogic Trenches”, English in Australia, no. 94, pp29-38

11. **‘Standard’ reference works**
    These are well known reference works, such as atlases and dictionaries, of which new editions come our fairly frequently. They are entered under the title even though an editor is mentioned in the title page. editors come and go over the years and consequently these works are usually known by title:

12. **Newspapers**
    If the name of the author of a newspaper article is known, the same format is used as for journal articles, with volume and series information being replaced by the day and the month:
    If the article has no obvious author, the form of entry is:

13. **Plays and poetry**
    Plays and poetry may be referenced in terms of lines, scenes and verses such as the following:
    Williamson, David, *Don’s Party*, Act 2

14. **Quoting from a secondary source**
    This is a case of quoting words that you find quoted by somebody else; that is, you find the words in a secondary source, not in the authors original writing (the primary source). The referencing you use should make this clear, rather than suggesting that you used the primary source. For example, if Siddle’s words were found in a book written by Rowe, your List of references should include an entry for Rowe’s book, not Siddle’s:

15. **Non print media**
    These differ markedly. Where possible these should be cited by producer, date, title, [Media type] and production company:

16. **Conference proceedings**
    Papers presented at conferences and published as proceedings are referenced in the same manner as multi-author books:

17. **Citing Internet resources**

VC010– 14/03/2012 Student Handbook International College of Capoeira Pty Ltd Trading as College of Sports & Fitness ABN: 90 125 114 730 CRICOS Provider Number 03057C, NTIS Code 91345

Page 47
Information obtained from the Internet is covered by copyright law. For this reason it is important to cite Internet references in your bibliography just as you would cite print references. The information provided in a citation should be sufficient to accurately identify the resources. A date of access is very useful as Internet resources change rapidly.

Some examples are shown below:

a. Individual work
Author. (Year) Title of Document [Type of medium]. Available: URL [Access date].

b. Journal article
Author. (Year) Title of Article, Journal Title [Type of medium], volume, issue, paging or indicator of length. Available: URL [Access date].

c. Discussion list message
Sender. (date) Subject of message. Name of Discussion List [Type of medium]. Address: e-mail address of list (or URL of archive and details of how to retrieve).
Rowe. P. (1999, November 30) “Survival Learning Theory”, PPCT Instructor Trainers Forum [E-mail]. Address: PPCTIT@ppct.com

d. Personal e-mail
Sender [Sender’s e-mail address](Date)“Subject of message”, private e-mail message to recipient [recipient’s e-mail address]: Siddle, B. [ppct100@aol.com] (1999, November 25) “Australian Courses”, email to Peter Rowe [peter@securityCollege.org]

Evaluation of Assessment Procedures

As part of CSF’s continuous improvement and development of good practice, an evaluation is made of the assessment procedures at the end of each course. The evaluation involves:

- A written questionnaire completed by the students
- Interviews with students (if students wish)
- General class discussion
- Discussion with assessors
- Discussion with stakeholders/industry

A record of the results is kept and recommendations are made to the Managing Director for any further action.

An example of the assessment evaluation questionnaire is shown below:
EVALUATION OF ASSESSMENT PROCEDURES (Example)

As part of our continuous improvement policy, we ask you to make an evaluation of the assessment procedures you have experienced during your course. Please answer the questions as accurately as you can. Your comments will be useful in helping improve our procedures. You are not required to identify yourself but you can insert your name if you wish. The staff will analyse the results and make recommendations for any changes where thought necessary. Thank you for your co-operation.

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Were the purposes of the assessment made clear to you?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment………………………………………………………...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Were you put at ease prior to the assessment with no undue pressure placed on you?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment………………………………………………………...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Were the assessment criteria fully understood by you?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment………………………………………………………...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Did you require further explanation on the assessment criteria?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment………………………………………………………...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Were all necessary resources, equipment and materials readily available for the assessment?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment………………………………………………………...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Were appropriate methods used to gather evidence for your assessment?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment………………………………………………………...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Were you given adequate time to complete assessment tasks?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment………………………………………………………...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Did you receive appropriate feedback during the assessment tasks?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment………………………………………………………...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Did you receive the results of your assessment as soon as possible after the assessment?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comment………………………………………………………...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 Were the results of the assessment discussed with you and the</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
<tr>
<td>................................................................................</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
assessor after the assessment?
Comment………………………………………………………………………………
………………………………………………………………………………

11. Did you sign the assessment record after the assessment?
   Comment………………………………………………………………………………
   …………………………………………………………………………………
   …………………………………………………………………………………

11 Did you consider the assessment a fair assessment for the assessed task?
   Comment………………………………………………………………………………
   …………………………………………………………………………………
   …………………………………………………………………………………

12 Have you any suggestions that you think could improve the assessment procedures?
   Comment………………………………………………………………………………
   …………………………………………………………………………………
   …………………………………………………………………………………

Please feel free to make any other comments ……………………………………………………………
………………………………………………………………………………
………………………………………………………………………………
………………………………………………………………………………

Name(optional) …………………………………….Date………………………………

**Appeals Procedures on Disputed Assessments**

CSF has in place an effective assessment appeals procedure which is available to all students. Where students dispute their assessments they have the right to appeal. Students are made aware of the procedures during orientation and at appropriate times during their courses. The procedures are as follows:

- The student must submit a Disputed Assessment Report completing the details requested to formalise the dispute.
- The student discusses the disputed assessment with the trainer/assessor who may decide the give the student another similar assessment at a time and place suitable to both student and assessor. The assessor will make a decision on the result of the second assessment. If the assessment is successful then it is recorded and dated on the Disputed Assessment Form.
- If the assessment is not successful, then the assessor/trainer may indicate that further training is needed before another assessment is made. The decision is recorded. Arrangements can then be made for this training. If the student disagrees with this decision then he/she can request a decision by the Senior Trainer [if one appointed] or by the Director.
- The Director [or Senior Trainer] may decide to uphold the previous assessment decision or may request another assessment by a different assessor [this may be an independent assessor external to CSF who is appropriately qualified]. If this assessment is successful, then it is recorded and dated.
- If the student still disputes the assessment, he/she is directed to the Department of Fair trading or other appropriate legal entity as advised by the SSA.

Every effort is made to resolve the dispute in house and the student is given every assistance available. All meetings and decisions are recorded and retained on the student’s file. All assessment records are confidential but are accessible to relevant staff and the student.

An example of a **Disputed Assessment Form** is set out below:
DISPUTED ASSESSMENT REPORT (Example)

Surname…………………………..First names……………………………………

Course…………………………………………………………………………………

Date report submitted to staff……………………………………………………

State exact nature of dispute – student to complete (include subject title and number, specific competency being disputed, time of assessment, name of assessor, nature of dispute and any other relevant information)

…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………

(attach additional sheets if needed)

Signature of student………………………………….Date…………………………

FOR OFFICE USE ONLY:

Date report received……………………………………

Signature of staff member………………………………

Assessor’s comments (Assessor’s comments about the disputed assessment including any discussions with the student and any action taken)

…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………

(Attach additional sheets if needed)

Signature Assessor…………………………………..Date………………

Signature of Student…………………………………..Date………………

----------------------------------------------------------------------------------------------------------------------------

Interview with Managing Director (if referred to Managing Director)

Date of interview…………………………

Action taken by Managing Director and reasons for action taken (may include resolution of dispute or further referral to independent assessor)

…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………

VC010– 14/03/2012 Student Handbook International College of Capoeira Pty Ltd Trading as College of Sports & Fitness ABN: 90 125 114 730 CRICOS Provider Number 03057C, NTIS Code 91345
Note
The student is asked to sign the report only as a record of having read it. It does not necessarily imply that he/she agrees with the actions taken.
Even if the Managing Director has not been involved in interviewing the student, the Managing Director will sign the final report as the person responsible for all decisions made.
A copy of this report will be placed on the student’s file and another copy will be retained by CSF.
Where an independent person has been engaged, he/she will be required to submit a written report to the Managing Director indicating decisions made and reasons for the decisions.

Final decision

Managing Director’s signature Date
Students’ Leave

There is a policy for requesting leave from a course. All leave must be applied for in writing to the Managing Director, Director of Studies or SSA giving reasons for the leave. Student must complete the Application for Deferment and or Suspension of Studies. Leave may be granted but strict rules apply as academic conditions apply to all Accredited Courses and Training Packages. The Managing Director, Director of Studies or SSA will discuss options with the student which may include possible attendance at a similar course at a later date. All matters relating to leave applications are placed on the student’s file.

Deferral, Suspension and Cancellation of Enrolment Policy and Procedures

This policy applies to all students. Students should ensure that they have read and understood the processes involved.

All students at College of Sports & Fitness are expected to adhere to College rules and policies; treat their own and other people’s property with care and respect; respect others; monitor their own behaviour as a group member and tolerate different viewpoints and perspectives.

Note: If your enrolment is deferred, suspended or cancelled, your student visa status may be affected (if applicable).

Deferring or Temporarily Suspending your Enrolment:

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- serious illness
- serious illness or death of a family member necessitating a return to the student’s home country
- serious injury
- natural disaster

Students must submit a form (Application for Deferment or Temporary Suspension of studies) to Administration requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate).

CSF will assess the application and make a decision within seven business days. If an international student’s application for deferral or suspension is approved, CSF will notify the Department of Immigration and Citizenship (DIAC) through PRISMS and the student of the outcome and possible implement an academic / improvement plan upon the student return.

Suspension or Cancellation of Enrolment by CSF:

CSF has the right to cancel or suspend a student’s enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to the College of Sports & Fitness.
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students.
- If the student behaves in a way which could potentially bring the College into disrepute.
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student behaves in a way that is a threat to the college facilities.
- If the student has received two formal warnings from the College for disobeying College rules.

A formal warning will be issued if a student:

1. Disobeys any College rules as set out in the Student Guide, Student handbook and Code of Conduct
2. Knowingly engages in material plagiarism, cheating or academic misconduct
3. Does not abide by the email and internet rules as stipulated by the College
4. Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member.

5. Misuses or willfully damages College facilities, equipment or property.

**Cancellation of Enrolment by the Student:**

The student has the right to cancel their enrolment or course of study either before or after the commencement of the course. However if you are an international student there could be some implication regarding the student visa conditions and if you are an Australian resident student and is studying the course offer under government funding there could also be implication. CSF recommends that all students wanting or thinking about cancelling the course of study to make an interview date and time with either the SSA, Director of Studies, Marketing Manager or Managing Director. The student must complete the *Application for Release* form which can be obtained from CSF A1 Room or CSf website and state the reason for requesting to cancel their studies at CSF with at the minimum one college term’s notice before the intended cancellation date. CSF will not release the student if the reason for release is not compliant to the ESOS Act, i.e. within six month of the commencement of studies, no letter of offer from another college provided or any outstanding fees or completion of qualification. All cases for application to be released are determined on case by case within the policy and regulations of related regulators.

If the student does not apply for to be released within at one college term’s notice before the end of current term of study period prior to the date on which the student intend to leave CSF, the college reserves the rights to charge a discharge fee of 50% of the student term tuition fee. This fee will be calculated based on the students contract and any other additional outstanding must also be paid.

The student has the right to appeal against any decision made not in favor of the student’s decision. For more information regarding appeals and complaints see section of this handbook “Complaints and Appeal Policy”.

**Appeals**

CSF will notify the student in writing of its intention to cancel or suspend their enrolment where the suspension or cancellation is not intended by the student, he/she may appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the Managing Director of the College within 20 business days from the date of the intention to cancel or suspend notice. Students should refer to the College’s complaints and appeals procedures available in the Student Handbook or from the policy and procedure at the head office of CSF if they wish to lodge an appeal. If an international student’s enrolment is suspended, deferred or cancelled, CSF will notify DIAC via PRISMS as required under section 19 of the ESOS Act 2000 where the student’s enrolment is deferred, temporary suspended or cancelled.

**Student Release**

If a student wishes to be released from CSF, the student must fill out one of two forms:

- **‘Cessation of Studies by Student’**
  - When to use this form:
    - The students visa status has changed
    - The student is returning to their home country
    - The student wants to apply for a tourist visa

- **‘Request for Release’**
  - When to use this form:
    - The student wants to study more English
    - The student wants to transfer to another college
Whatever the reason for the release, the student must provide substantial evidence to CSF which may include, but is not limited to:

- Copy of new visa
- Return ticket home
- Itinerary for tourist visa
- Letter of offer from an English school
- Letter of offer from another college

Applications will be assessed once all documentation has been received. The college may ask for more documentation if required. Applications for release are usually processed within 10 working days.

The student will have the opportunity to meet with the Managing Director to give further information and clarification. The Managing Director will make the decision in the same working day of interviewing the student. The student will then be advised on the final decision of the application for release.

Students have the right to appeal the decision of the application. Please see the policy and procedures regarding ‘Complaints and Appeals’ for more information.
Cessation of Studies by Student Procedures

Student must ask for an application of ‘Cessation of Studies by Student’ form from admin office

Student is to complete the ‘Cessation of Studies by Student’ form, write down the details of their circumstances, attach supporting documents, and give to admin

Admin officer makes sure form is complete and then passes the form to the Managing Director who arranges an appropriate time to interview the student (preferably this should be without delay)

Managing Director interviews student to get further information and clarification of the circumstances to help inform his/her decision.

Managing Director to make decision within the same working day of interviewing student

Managing Director to stamp approved or denied on ‘Cessation of Studies by Student’ form and then file the form under the Student’s File. Admin is to scan a PDF of completed form and attach to student’s file in wisenet.

Is Managing Director’s decision in favour of student application?

YES

If student is an international student studying on a student visa, then Managing Director to notify the secretary of DIAC via PRISMS as required under section 9 of the ESOS Act regarding the change of the student circumstances.

NO

Student is advised on the final decision and application if filed under the student file.

The Following is an example of the Application for Deferment or Temporary Suspension of Studies:
Application for Deferment or Temporary Suspension of Studies

**Important:** If your enrolment is deferred, or temporary suspended, your student visa status may be affected. Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances.

Student Name: ______________________
Student ID: ____________
Date: ___/___/____

Intent Date for Leave: ___/___/____
Intent Date of Return: ___/____/_____

Why are you requesting Deferment/Temporary Suspension of studies from CSF?

(Please try to be as clear as possible and attach any documentary evidence verifying your situation for example, a medical certificate):

___________________________________________________________________________________
___________________________________________________________________________________
____________________________________

Next of Kin: (Please provide the contact details of somebody we can contact in case we are unable to contact you directly):

Name: ____________________________
Relation to you: __________________________
Telephone Number:______________________
Other Contact Number: ____________________
Contact Address: ________________________

___________________________________________________________________________________
___________________________________________________________________________________
________________________________________

If my request is granted I, __________________________agree to return to college on___/____/_____

Unless I otherwise notify the college of further leave requested.

Student Signature: __________________________
Date: ____/_____/_______

*Examples of compelling or compassionate circumstances may be (but is not limited to) severe trauma, death of a close family member or spouse, having been the victim of a serious crime, involvement in a severe accident causing serious physical or mental trauma, political or economical crisis in student’s home country having a direct effect on their circumstances.

FOR CSF MANAGING DIRECTOR’S USE ONLY:

Date: __________________________

Leave of Absence Granted? Y / N

Have supporting documents been provided? Y / N

For how long has Leave of Absence been granted? __________________________

Agreed date for student’s return: ____/___/_____

Staff appointed for Decision: ______________ Signatures of Staff: __________________________

PLEASE FILE THIS FORM UNDER THE STUDENT’S FILE
An example of the written notification for intention to suspend or cancel enrolment can be seen below:

Intention to Suspend or Cancel Enrolment. (Template)

Date: __/___/____

Dear

Your enrolment with the College of Sports & Fitness Pty Ltd will be Suspended/Cancelled due to:

(Write reason on space provided):

___________________________________________________________________________________
                                                                                       
___________________________________________________________________________________
                                                                                       
___________________________________________________________________________________
                                                                                       
___________________________________________________________________________________
                                                                                       
___________________________________________________________________________________
                                                                                       
___________________________________________________________________________________
                                                                                       
___________________________________________________________________________________
                                                                                       
___________________________________________________________________________________
                                                                                       
___________________________________________________________________________________
                                                                                       
___________________________________________________________________________________
                                                                                       
___________________________________________________________________________________
                                                                                       

Under standard 8.1 of the ESOS Act you have the rights to access our internal Complaints and Appeals process. You have 21 working days to do so from date of this warning letter. If you choose to access our internal appeals process CSF will maintain your enrolment until your matter has been resolved, unless extenuating circumstances apply.

If you do not access the internal appeals process within the 21 working days of the date of this warning letter (21 working days is 4 academic weeks), than the College of Sports & Fitness Pty Ltd will notify the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act where the student’s enrolment is deferred, temporarily suspended or cancelled.

Kind regards,

Managing Director
The Procedures for applying for deferment and temporary suspension of studies are as follows:

**Leave of Absence Procedure**
(Application for Deferment and temporary Suspension of Studies)

1. **Student must ask for an ‘Application for Deferment and Temporary Suspension of Studies’ from Admin office**

2. **Student is to complete the ‘Application for Deferment and Temporary Suspension of Studies’ write down the details of their circumstances and attach supporting Documents**

3. **Admin officer then passes the form to the Managing Director and arranges with Managing Director an appropriate time to interview the student (preferably this should be without delay)**

4. **Managing Director interviews student to get further information and clarification of the circumstances to help inform his/her decision. Managing Director must assess reasonable time frame for Leave of Absence**

5. **Managing Director to make decision within the same working day of interviewing student**

6. **Managing Director to complete final section on the ‘Application for Deferment and Temporary Suspension of Studies’, and then file the form under the Student’s File.**

7. **Is Managing Directors decision in favour of student application?**

   - **YES**
     - If student is an international student studying on a student visa, then Managing Director to notify the secretary of DIAC via PRISMS as required under section 9 of the ESOS Act. Regarding the change of the student circumstances.

   - **NO**
     - Student is advised on the final decision and application if filed under the student file.

8. **If student is an international student studying on a student visa, does not return by the agreed date and does not notify the college of any changes the Managing Director notifies DIAC via PRISMS regarding student failing to return by agreed date. Student Visa will be cancelled.**
Financial Standards

CSF maintains high financial standards with internal and external audits undertaken by a qualified accountant. All student monies are safeguarded and are held in an appropriate Bank Account. Students’ fees are clearly indicated along with other charges for materials textbooks etc. Moneys received from students are receipted, clearly documented and records maintained. **There are no hidden fees.** There is a **refund policy** which is fair to both students and CSF. This policy is detailed in information to participants prior to enrolment and in the Students’ Student Handbook.

Fees

All fees payable by students are clearly stated in the prospectus ‘course fees and additional services fees’ or on CSF’s website (www.sportcollege.nsw.edu.au) and are quoted in Australian dollars. **There are no additional fees to those stated, nor are there any hidden fees associated with the programs.**

The fee structure, including methods of payments, times of payment and any conditions of payment are clearly explained in CSF’s marketing material, enrolment material, website and are available on request from the office. When applying for a place in an CSF course, there is a non-refundable enrolment fee to help cover costs of administration.

Refund Policy

CSF has a fair refund policy to ensure that students know exactly under what circumstances refunds or partial refunds will be made. The refund policy is as follows:

*Terms and Conditions of Enrolment*

*Payment of Fees*

1. The Enrolment Fee and the Accommodation Booking Fee are payable upon application and are non-refundable.

2. Course fees are defined to be: those fees payable for course as officially published or provided by The College of Sports & Fitness Pty Ltd.

3. A term is defined as a period of study of approximately 10 weeks, generally between two blocks of holidays.

4. Full Course Fees of the student’s initial course, must be received before the courses commence and will be held by The College of Sports & Fitness Pty Ltd in accordance with the Education Services for Overseas Students Act (2000).

5. Course Fees must be paid for at least one term in advance of the term currently being studied.

6. All Fees are subject to change without notice. However, fees detailed in a letter of offer issued before the date of change will be honoured by the college for those courses stated on the letter.

7. Students repeating units of study will be required to pay for such units on a pro-rata basis, determined by the number of contact hours.

*Process for claiming a refund*

The following terms and conditions apply if the student withdraws from a course after the payment of all fees. A statement will be issued explaining how the amount has been calculated. The refund will be made in the same currency in which the fees were paid. All matters relating to refund application are to be discussed with the Managing Director. All students wishing to apply for a refund must complete the Application for Refund form, which can be obtained by request from the Admin office.
Terms of Refund

1. Visa Application Refused

All fees less the enrolment fee will be refunded in full.

2. Student Default

2.1 Prior to Commencement

2.1.1 In the event the student cancels their enrolment with at least 28 days or more notice before the course commencement date a refund of 75% of the course fee will be refunded (excluding the enrolment fee).

2.1.2 In the event the student cancels their enrolment with less than 28 days prior of course commencement date, the course fees paid (including enrolment fee and deposit) will be non-refundable.

2.2 After Commencement

2.2.1 In the event the student cancels their enrolment and requests a refund after commencement date of the course, no refund will be issued which includes all monies paid for Overseas Student Health Cover (OSHC), airport pick-up, accommodation booking and board, RPL, enrolment and materials fees.

2.2.2 If a student completes the course early or fast-tracks (does not apply to CRICOS students), the full course fee and materials fees must be paid before any certification is issued.

2.2.3 If a student changes course after commencement of the course in which they were originally enrolled, they will be subject to the current fee structure. Students are also subject to pay a new materials fee due prior to commencement of their new course.

2.2.4 Students must adhere to The College of Sports & Fitness Code of Conduct. Failure to do so may lead to expulsion, in which case there will be no refund of course fees.

3 Provider Default

In the unlikely event of default by The College of Sports & Fitness Pty Ltd, the school will refund all tuition fees paid on a pro-rata basis within two weeks of the date of default. The student will also receive a statement explaining how this refund has been calculated. Provider default can include the course not starting on the agreed starting day, the course ceases to be provided at any time after it starts but before it is completed, the course is not provided in full to the student.

This 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.

Translations
Where there is a difference in meaning or interpretation, the English language version will apply.

Suppliers / Homestay

For all students living in a Homestay, the following conditions apply:

1. Requests for Homestay accommodation must be received four weeks prior to arrival.

2. There is a minimum stay of four weeks which must be paid for in advance. Homestay fees are payable thereon to your host family directly each fortnight, in advance.

3. If the request for Homestay accommodation is cancelled after notification of the student’s flight details, or after the student has arrived in Australia, the first 4 weeks of Homestay payment may not be refundable. Extenuating circumstances will be considered if submitted in writing to the Managing Director.
4. Students are expected to live according to the house rules of the Homestay family.

5. The school reserves the right to deny or cancel Homestay arrangements for students deemed unsuitable.

6. The school will find an alternative Homestay for a student who has a valid reason for moving. If a student requests a change of Homestay for any other reason, a further Homestay Booking Fee will be charged.

**Airport Transfer**

Airport Transfer must be booked and paid for at the same time as payment of course fees. The cost of transfer is not refundable if the service is not utilised by the student. When a student arrives on a late night flight, it may be necessary for the student to cover the cost of one night’s accommodation in a moderately priced hotel.

All matters related to refunds are to be discussed with the Managing Director. In some cases where withdrawal has occurred, the Managing Director may offer a place in a future course without further fee.

The Procedure for Applications for Refunds can be seen following:
Procedure for Student Refund Application

Student obtains an ‘Application for Refund Form’, from the Admin Office and submits form to the Administration Officer.

Administration Officer stamps and dates Application Form.

The Student is asked to read the Refund Policy (Student Handbook) or is provided with a hard copy by Administration if they have not already sighted one.

Administration Officer checks that Application Form has been signed by the student and completed in full and passes Application for a Refund Form to the Managing Director.

The Managing Director is to assess the Application within four (4) weeks according to the conditions of the Refund Policy.

The Managing Director either approves or does not approve the refund based on the Refund Policy and the reason for Application.

Has the refund been approved?

YES

Managing Director calculates the refund according to the refund policy either as:
- Complete refund
- Percentage refund
- Pro-rata refund

Managing Director completes the ‘Office Use Only’ section of the Students Application for a Refund

Managing Director hands the Application to Admin Department, Admin Officer to process refund (in the currency in which fee was paid unless otherwise advised in writing by student) to the nominated bank provided by the student. In the case where a student does not have bank details then a cheque to be provided. Admin to ensure refund is processed on the day of approval for refund.

The Student’s Application for a Refund is retained by CSF and filed under the student’s individual file by Admin staff, and a copy is given to the student.

NO

Student is advised of the CSF Complaints and Appeals Process and that they have the right to appeal under Australia’s Consumer Protection Laws, and may be directed by Administration to the Australian Competition and Consumer Commission (ACCC) (Contact details are available through the student guide and the Student Services Resource Bank).

Has student decided to appeal?

NO

CSF decision is final and no refund is given

YES

CSF Maintain student enrolled (if applicable) and waits for final decision from external Appeals Process.

Has external appeals process favoured the student?

NO

Student is advised of the final decision and no refund is given

YES

Student is advised of the final decision and no refund is given.
Code of Practice

The statements in the Code of Practice should be read in conjunction with the Policies and Procedures Manual as they contain more detailed information. All personnel of CSF are issued with this Code of Practice which is included in discussions during student orientation and staff induction sessions.

It is stressed that the elements in the Code of Practice permeate all the administrative and operational practices and procedures of International Capoeira College Pty Ltd tas (College of Sports & Fitness) for the main purpose of delivering to students quality training and assessment in a conducive learning and training environment and in its efforts to comply with the AQTF Essential Conditions and Standards for Continuing, ESOS act and the National Code for registration required of Registered Training Organisations (RTOs).

Responsible and Ethical Behaviour

CSF maintains a highly ethical and responsible approach in the provision of education, training services and assessment of students with its major objective of safeguarding the educational interest and welfare of students and staff.

It is emphasised that the Code of Practice permeates every facet of CSF’s operations and is designed as a Student Handbook to appropriate action by all personnel involved in training, assessment and support of participants.

The Code of Practice is supported by other documents such as:

- Mission Statement
- AQTF Essential Conditions and Standards for Continuing
- Students’ and Staff Student Handbooks
- Course Information documents
- Course materials
- Marketing materials
- Program evaluations
- Federal and State/Territory Legislation
- CSF’s website

The College of Sports & Fitness (CSF) staff and participants must adhere to the following practice principles of Capoeira. Practice principles include accepted preventative practice adopted throughout the martial arts industry to minimise safety risks or hazards.

Principles of Capoeira

The following principles of capoeira should be observed at all times:

1. Before exercising all students require a ten minute warm up to minimize the risk of injury to the body.
2. All coaches/instructors must follow the code of conduct policies developed by Group Capoeira Brasil Australia.
3. Coaches/Instructors must ensure that all OH &S procedures are followed before conducting training (i.e. training space is clear of all potential risks and hazards).
4. International Capoeira Grading (Batizado) events are to be annually organised by Grupo Capoeira Brasil (GCB) to develop and maintain the standard of Capoeira in Australia. The event must be organised by Group Capoeira Brasil staff at least three months in advance. It is advisable to invite guests such as Capoeira masters or professionals with a high level of expertise from overseas. The event should generally be between one to three weeks in length, and workshops are to be conducted for the students on a regular if not daily basis during the grading period.
5. Participants that have trained Capoeira with another group prior to enrolling with CSF do not have to change Cords/Group (unless they wish to) during the annual Batizado (Grading). Although all student will obtain the Certificate upon the completion of the course.

6. Employees of the organisation must refer to the policy and procedures manual or staff handbook of the College of Sports & Fitness (CSF).

7. The origins and context of Capoeira, which was established in Brasil and is now practised throughout the world, must be maintained.

The International Rules of Capoeira

CSF Rules, Regulations and Policies are to be followed at all times. This includes adherence to the international rules of Capoeira, developed in consultation with the founder(s) of Grupo Capoeira Brasil and based on common international practice or reputable capoeira groups worldwide. These are as follows:

1. Capoeira must be played in a roda (circle).
2. A roda can be conducted with or without musical instruments (orchestra).
3. If the roda is with a full orchestra, then the correct combination and sequence of instruments should be used and in the correct formation according to the principles of the individual Capoeira group. This can vary. Usually this consists of two (2) pandeiros at either side, three (3) berimbau (Gunga, Media, Viola) and one Atabaque (if deemed necessary or for a larger roda the Agogo may also be played. Always await instructions from the Master/Professor(a)/Instrutor(a) regarding which instruments are needed for each roda. See correct orchestra formation below:

```
\begin{center}
\begin{tikzpicture}
\node at (0,0) {Pandeiro};
\node at (2,0) {Berimbau};
\node at (4,0) {Gunga};
\node at (6,0) {Media};
\node at (8,0) {Viola};
\node at (10,0) {Atabaque};
\node at (12,0) {Pandeiro};
\node at (7,2) {Gunga};
\node at (7,4) {Media};
\node at (7,6) {Viola};
\node at (7,8) {Atabaque};
\node at (7,10) {Pandeiro};
\node at (7,12) {Gunga};
\node at (7,14) {Media};
\node at (7,16) {Viola};
\node at (7,18) {Atabaque};
\node at (7,20) {Pandeiro};
\draw (0,0) -- (12,0);
\end{tikzpicture}
\end{center}
```

4. Instruments must be treated with care and respect at all times.
5. At least 7 people are needed in a training roda, and at least 13 people are needed for a roda with an orchestra.
6. No more than 2 opponents are to play against each other inside the roda.
7. Only Capoeira movements should be employed when playing in the roda.
8. When commencing a roda, the instruments must begin in the correct sequence, and participants must not begin play until the orchestra and the choral response to the singing has begun.
9. Players must begin a game by crouching at the foot of the instruments in a roda with an orchestra, unless otherwise instructed.
10. Players may also cut an opponent out by buying the game from the orchestra or the foot of the Berimbau.
11. When buying the game, the player must enter at an appropriate moment where there is adequate space to do so, facing the player they intend to play.
12. The player buying the game must clearly indicate their entry into the game by use of an appropriate body signal.
13. The person buying the game must ensure that they cut out the player who has been in the game longest.
14. The Capoeira player (Capoeirista) must be aware of the Berimbau call whilst being in the roda.
15. The person exiting the roda after being cut out must exit quickly, without turning his back to the game and the centre of the roda.
16. The game may also be stopped at any point by the person in command of the roda.
17. In most cases, the person who is in charge of the roda is the person holding the ‘gunga’ (large gourd) berimbau, or the Master in charge of the group.
18. A lower belt (white to orange) cannot buy out a higher level (blue/red to black) from the game of Capoeira unless they have been instructed by the person in charge.
19. If a player has been playing a game with a Master or a player with a higher level than themselves, and the higher-level player stops the game, the lower-level player may not then...
return to the berimbau immediately after to start a new game with another player (unless called by another high level player/Master) as this is a sign of disrespect.

20. A low belt (white to orange) must not challenge an older Master (i.e. through the use of offensive movements such as straight kicks and takedowns).

21. A lower level player must never ‘call’ (or signal) a more experienced (higher level cord) player to play with them in the roda. It is polite to wait to be ‘invited’ by a higher level player.

22. At commencement of the game players must not proceed into the roda until notified by the Master or Instructor(a)/Profesor(a) in charge of the roda (usually signalled by the Master/Professor(a)/Instructor(a) ‘dipping’ the berimbau forwards into the roda or sometimes by a nod, or eye contact.

23. The roda must not allow any gaps between the people standing around the circular edge in order to maintain the energy inside and provide energy for the players in the centre.

24. Within the Capoeira Roda the participants need to be aware of the changing of rhythms and their significance to the pace/style/energy/situation.

25. Players must play in accordance with the rhythm (i.e. if the rhythm is slower the players must adapt the game to the rhythm, if the Berimbau changes to ‘regional’ rhythm, play must speed up accordingly).

26. The players at the edge of the circle must respond in chorus to the person leading the song (soloist) when appropriate, even if unsure of the correct lyrics.

27. The players at the edge of the circle must clap their hands in rhythm with the music.

28. The players at the edge of the circle must not break the rhythm (i.e. to stop clapping or singing) at any point unless directed otherwise.

29. For safety purposes, the players at the edge of the circle must be aware of and concentrated on the action in the centre of the circle at all times. ‘Chatting’ at the edge of the roda is not tolerated.

30. The correct uniform must be worn at all times, and no ‘accessories’ or stylisation (i.e. rolling up pants, tucking in belt, attaching accessories to the waist band) of the uniform is permitted.

Coaching Styles

The presentation style/s adopted by the instructor/coach to communicate with the client/athlete should be closely observed. Depending on the situation, the coach/instructor should be able to incorporate a range of combination in teaching styles. At CSF the following points should be followed by all coaches/instructors in relation to coaching styles:

- All coaches/instructors should adapt their communication skills to the learner, adapting where necessary to an individual/group context.
- Instructors/coaches must adopt a coaching style appropriate to Capoeira (i.e. friendly and approachable while maintaining a ‘professional distance’, clear, precise and directive regarding non-negotiable issues such as safety factors, humorous when appropriate, ‘laissez faire’ or casual when appropriate, organised and efficient, motivational and encouraging, disciplinarian especially in modification of undesirable behaviours among participants).

The coach/instructor should communicate in a style appropriate to the Capoeira community. The coach/instructor must interact with participants (including the learner, officials, the wider community, and the media) according to the following principles:

- In a friendly and approachable manner whilst maintaining a professional distance
- In a clear, precise and directive manner especially regarding non-negotiable issues (e.g. inappropriate behavior or safety factors)
- Humorously, when appropriate
- In a casual manner when appropriate
- In an organised and efficient manner
- In a motivational and encouraging manner
- Using discipline where necessary
- Using positive reinforcement
These points should be observed through appropriate use of verbal, non-verbal and written modes according to the coach’s code of conduct policy and the culture of Capoeira. The environment should be appropriate and safe for the learning, training and performance of Capoeira. Proper environment includes the condition of the space (e.g. Capoeira academy training surfaces, sprung floor, sponge matting, bathroom, changing room, reception, and refreshment area). Likewise, a safe distance between the Capoeira players and the spectators should always be observed to prevent potential accidents.

Equipment used for the safe and efficient practice of Capoeira should include the following: Academy/room/studio/hall, mirrors, crash mats, runway mats, punching bags, kicking bags, punching pads, kicking pads, Capoeira musical instruments, computers, projectors, CD/DVD Player, Capoeira CDs, DVDs, refrigerator/freezer, fans (if required), sports strapping tape, telephone for emergencies, first aid kit.

### CSF Occupational Health and Safety Requirements

CSF’s Occupational Health and Safety Requirements should be observed at all times by coaches/instructors and participants. This applies to the following areas:

1. Complete uniform (Abada – consisting of pants, cord, and t-shirt, shoes (optional)) washed and clean for each new training session.
2. Clean and healthy personal hygiene.
3. First-Aid Kit to be on premises at all times*
4. Adequate air circulation (ventilation/air conditioning to be used during training sessions).
5. Adequate hydration for training participants (regular water breaks).
6. Any necessary health/medical issues of participants and coaches/instructors to be raised and addressed prior to the commencement of physical training.
7. Adequate allocated space per learner to be observed (at least 2 sq mtrs per pair).
8. Any obstructions to be noted and clearly signed, or removed if possible.
10. All Participants to practice only under the supervision of a qualified coach/instructor.
11. All Coaches/Instructors to notify Participants of all potential hazards regarding their learning environment.
12. All participants to be made aware of potential physical hazards regarding their learning environment prior to and during training.
13. Drinking liquids allowed only in prescribed areas to avoid hazard.
14. Any spillages to be immediately cleaned and dried; the area cordoned off until safe.
15. All power points to have guards in place.
16. Changing rooms to be cleaned on a regular basis (weekly minimum).
17. Bathrooms to be cleaned on a regular basis (weekly minimum).
18. Rubbish bins to be emptied on a regular basis (twice weekly).
19. Sanitary bins to be emptied on a regular basis (monthly).
20. All injuries to be dealt with immediately by Coach/First Aid Officer.
21. All open-cut spillage to be cleaned immediately.
22. Anyone severely injured should be taken urgently to the nearest hospital or transported via contacted ambulance.

The resources at CSF should be sufficient to provide a safe and meaningful experience for participants. This involves sufficient explanation of requirements and outcomes, use of audio/visual teaching aids, counseling staff, sufficient supplementary material, and adequate reference material.

*Appropriate equipment is essential (as listed above) and an adequate first aid kit must be on premises at all times including; bandages (of various shapes), band-aids, ice packs/heat packs, antiseptic ointment/cream, scissors, tweezers, eye cup, splints, swabs/cotton wool, sports tape, heat rub, cotton tipped applicators, sterile eye pads, vinyl gloves, antiseptic cleansing wipes (sting free), first-aid tape, porous cloth, gauze dressing tape, medical log book, butterfly wound closures, conforming gauze roll bandage, fabric bandages (assorted sizes), ibuprofen, extra strength non-aspirin tablets, adhesive plastic bandages, first-aid guide booklet, blanket, clean towels (hand towels), antibacterial hand wash.
The CSF Code of Practice for Capoeira Centres and Capoeira Coaches/Instructors

The CSF Code of Practice for Capoeira Centres and Capoeira Coaches/Instructors should be adhered to at all times. This is as follows:

1. All centres should be supervised by a qualified coach/instructor or industry specialist
2. All centres should have adequate resources appropriate to the learning of capoeira
3. All centres should have a copy of all rules and regulations policy manual
4. All centres should have a copy of the code of ethics
5. All centres should have a code of conduct
6. All centres should have a policy & procedures manual
7. All centres should have a Staff Handbook
8. All centres should provide an adequate environment for the learning of capoeira
9. All centres should abide by the rules of the organisation’s OH & S requirements

CSF Martial Arts Instructors’/Trainers’ Code of Ethics
(Based on the Martial Arts Industry Association of Australia Instructors’ Code of Ethics)

1. Respect the rights, dignity and worth of every human being
   ▪ Within the context of the activity, treat everyone equally regardless of sex, ethnic origin or religion
2. Ensure the athlete's time spent with you is a positive experience
   ▪ All athletes are deserving of equal attention and opportunities
3. Treat each athlete as an individual
   ▪ Respect the talent, developmental stage and goals of each individual student
   ▪ Help students reach their full potential
   ▪ Be fair, considerate and honest with students
   ▪ Be professional in and accept responsibility for your actions
   ▪ Language, manner, punctuality, preparation and presentation should display high standards
   ▪ Display control, respect, dignity and professionalism to all involved with the sport/martial art—this includes opponents, coaches, officials, administrators, the media, parents and spectators
   ▪ Encourage your athletes to demonstrate the same qualities:
4. Make a commitment to providing a quality service to your students
   ▪ Maintain or improve your current CSF Sports Coaching accreditation
   ▪ Seek continual improvement through performance appraisal and ongoing coach education
   ▪ Provide a training program that is planned and sequential
   ▪ Maintain appropriate records
5. Operate within the rules and spirit of your martial art or sport
   ▪ The guidelines of national and international bodies governing your sport or martial art should be followed
6. Any physical contact with athletes should be:
   ▪ Appropriate to the situation
   ▪ Necessary for the students skill development
7. Refrain from any form of personal abuse towards your students
   ▪ This includes verbal, physical and emotional abuse
   ▪ Be alert to any forms of abuse directed towards your students from other sources whilst they are in your care
8. Refrain from any form of harassment towards your students
9. Provide a safe environment for training and competition
   ▪ Ensure equipment and facilities meet safety standards
   ▪ Equipment, rules and the environment need to be appropriate for the age and ability of the students
10. Show concern and caution towards sick and injured athletes
    ▪ Provide a modified training program where appropriate
    ▪ Allow further participation in training and competition only when appropriate
    ▪ Seek medical advice when required
• Maintain the same interest and support towards sick and injured students
11. Be a positive role model for your sport, martial art and students
12. Instructors should:
• Be treated with respect and openness
• Have access to self-improvement opportunities
• Be matched with a level of instructing appropriate to their level of competence.
13. Observe the Vocational Education and Training (VET) methods of teaching at all times:
• Take into account the level of skills and knowledge applicable to the student’s qualification.
• Be familiar with the Sport Industry Training Package and the Sport Coaching Qualification
• Assess all students according to the four principles of assessment: Assessment should be reliable, flexible, valid and fair.
14. Teaching Methods to be employed by an CSF coach/instructor should be varied and must include the following:
• Proper demonstration and modeling of different movements.
• In different situations the coach/instructor will use the following instruction techniques:
  - Drilling Participants in a command and response manner
  - Demonstrating a complete movement or part of a movement
  - Requesting the assistance of participants in the demonstration of movements
  - Utilising the skills of participants with higher cord levels as coaches/mentors
  - Giving feedback after observing play in the roda
  - Allowing for self-correction
15. All Coaches/Instructors must abide by the institution’s Policy & Procedures as set out in the Policy & Procedures Manuals

The CSF Capoeira Code of Ethics for Participants

1. Personal hygiene must be observed at all times.
2. Rules and regulation of Capoeira must be obeyed at all times.
3. Participants and coaches/instructors must show equity towards each other.
4. Do not smoke before training
5. Do not ingest illegal substances.
6. Do not drink alcohol before training.
7. Do not behave in an inappropriate manner (i.e. public displays of affection, engaging in idle gossip during class).
8. Participants should advise their coach/instructor of any injuries or medical condition before commencement of training.

CSF Policies for Employees

1. All coaches/instructors must not ingest any performance enhancing medications.
2. Do not ingest illegal substances.
3. Do not smoke.
4. Do not drink alcohol before training.
5. All coaches/instructors must maintain a professional attitude towards all participants.
6. OH & S policies and procedures must be observed.
7. The policies and procedures manual must be adhered to at all times.
8. Age Restrictions must be adhered to. The age restriction for the CSF is 18 years and above.

The Australian Sports Commission harassment-free sports policy must be observed as part of CSF’s rules and regulations. In brief, these principles are as follows:

VC010– 14/03/2012 Student Handbook International College of Capoeira Pty Ltd Trading as College of Sports & Fitness ABN:
90 125 114 730 CRICOS Provider Number 03057C, NTIS Code 91345

Page 69
• Respect the rights, dignity and value of others.
• Be fair, considerate and truthful in all dealings with others.
• Be professional in and accept liability for your actions.
• Be dedicated to providing quality service.
• Be aware of and maintain an uncompromising adhesion to Capoeira’s standards, rules, regulations and policies.
• Operate within the rules of the sport including national and international guidelines governing Capoeira, all member associations and affiliated clubs.
• Do not use your involvement with Capoeira, whether in a member association or an affiliated club to promote your own beliefs, behaviours or practices where these are inconsistent with values of the foresaid organisations.
• Refrain from any form of harassment of others.
• Refrain from any behaviour that may bring Capoeira, a member association or an affiliated club into disrepute.
• Provide a safe environment for the conduct of the activity.
• Show concern and caution towards others who may be sick or injured.
• Be a positive role model.
• Be aware of any breaches and understand the repercussions of any breach to this code of behaviour.

Compliance with National Standards for Registered Training Organisation (RTOs)

CSF makes every attempt to comply with these standards through a variety of strategies which include:

• Self –assessment reports (conducted annually by the Managing Director and staff)
• External financial audits conducted by a Certified Practising Accountant
• Regular Staff Meetings
• Regular Participants’ Meetings
• Meetings with Industry Representatives
• Risk Management Teams
• Various Evaluative Questionnaires
• Review of Business Plans
• Review of Financial Management
• Marketing Strategy Review

Student Feedback

Student feedback on assessments, training delivery, course updates and general administration are formally (and informally) sought in an effort to develop and maintain a policy of continuous improvement in the general operations of CSF. A variety of questionnaires, surveys, and meetings is used to gather useful data which is then analysed by management, recorded and acted upon accordingly. All personnel are welcome to make suggestions to the Managing Director and staff.
Glossary:

Abada  Capoeira Training Pants
AEI    Australian Education International
ASQA  Australian Skills Quality Authority
AQF   Australian Qualification Framework
AQTF  Australian Qualification Training Framework 2010
Batizado  Capoeira Grading Event
C      Competent
CoE    Confirmation of Enrolment
CRICOS Commonwealth Register of Intuition and Courses for Overseas Students
DEEWR Department of Education Science and Training
DIAC  Department of Immigration and Citizenship
EEO  Equal Employment Opportunity
ESOS  Education Services for Overseas Students
GCB   Grupo Capoeira Brasil
CSF   College of Sports & Fitness
ISC   Industry Skills Councils
IELTS International English Language Testing System
NYC   Not Yet Competent
OH&S  Occupational Health and Safety
OSHC  Overseas Student Health Cover
OSO   Overseas Students Ombudsman
PRISMS Provider registration and International Student Management System
RCC  Recognition of Current Competency
RPL  Recognition of Prior Learning
RSARS Running Sheet for Academic Results of Students
RTO  Registered Training Organisation
SSA   Student Service Advisor
TOEFL Test of English as a Foreign Language
TGA  Database on Vocational Education and Training in Australia
VET   Vocational Educational and Training

References

AEI – www.aei.gov.au
ASQA – www.asqa.gov.au
AQF – www.aqf.edu.au
AQTF – www.training.com.au
CRICOS – www.cricos.deewr.gov.au
DEEWR – www.deewr.gov.au
DIAC – www.immi.gov.au
ESOS – www.aei.gov.au
TGA – www.training.gov.au
OSO – www.oso.gov.au
ISC – www.isc.org.au
Study in Australia – www.studyinaustralia.gov.au
Fair Work Ombudsman – www.fairwork.gov.au
Service Skills Australia – www.serviceskills.com.au

Document History Version Control—Replacements and Amendments
VC010– 14/03/2012 Student Handbook International College of Capoeira Pty Ltd Trading as College of Sports & Fitness ABN: 90 125 114 730 CRICOS Provider Number 03057C. NTIS Code 91345
<table>
<thead>
<tr>
<th>Delete &amp; insert</th>
<th>Version no</th>
<th>Material/page/section to be deleted/inserted</th>
<th>Date/authorisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insert</td>
<td>002 3 Jun 09</td>
<td>Re-Assessment Paragraph (updated)P.39</td>
<td>3 June 09 Julio Chaves</td>
</tr>
<tr>
<td>Reviewed adjusted</td>
<td>003 Jun 10</td>
<td>Entire handbook</td>
<td>June 2010</td>
</tr>
<tr>
<td>Reviewed and amended</td>
<td>From August 2010 – August 2011 From VC 003 - 008</td>
<td>Edited review edition and revised edited material over a period of time whilst new business plan was in development stage to improve CSF quality, change of mission and trading name etc.</td>
<td>Approved on September 2011</td>
</tr>
<tr>
<td>Amended</td>
<td>VC009</td>
<td>Added new student management system and procedures</td>
<td>October 2011</td>
</tr>
<tr>
<td>Reviewed adjusted, deleted and inserted</td>
<td>14/03/2012 VC010</td>
<td>Entire handbook for the purpose of the new course structure (SIS10), new location, Increase of capacity, change of legislation with in the tuition assurance scheme and other relevant changes.</td>
<td>April 2012</td>
</tr>
<tr>
<td>Updated</td>
<td>No need to change VC</td>
<td>To be replace all older versions within two weeks of final approval from CSF Managing Director and advise all CSF student of new handbook upon ASQA approval of new location and delivery of the new SIS10 training package.</td>
<td>TBC</td>
</tr>
</tbody>
</table>