



COLLEGE OF SPORTS & FITNESS

College of Sports & Fitness
since 30/07/2007

STUDENT HANDBOOK

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Welcome to the College of Sports and Fitness (CSF)

You have joined one of Australia's leading sports and fitness training organizations where more than 500 students choose to undertake their training each year. CSF qualifications will open doors to new opportunities and offer you the chance to take your career anywhere you wish in the world. We strive to provide you with the highest standards of training in your chosen course and develop the knowledge and skills required in the sports industry. Our staff are fully qualified and have a wide range of knowledge and experience in the Sports, Recreation and Fitness industries.

This handbook outlines some of the important information you need to know to make your learning enjoyable and trouble-free. Please use the Handbook as a reference and retain it during your course. Any changes or amendments made to the Student Handbook will be updated and the latest version will be uploaded on our website www.csf.edu.au. If you have any questions about CSF and its policies, feel free to ask our Student Services Advisor who will be happy to assist you.

We wish you every success in your studies and hope that your time with CSF is the start of an exciting future.

Contact Details

**College of Sports and Fitness
12 Wentworth Avenue
DARLINGHURST NSW 2010**

CRICOS provider number: 03057C

Tel: (+61) 2 9267 4768

Email: info@csf.edu.au

Website: www.csf.edu.au

Facebook: www.facebook.com/csfcrew

CODE OF PRACTICE

Educational Standards and Student Welfare

College of Sports and Fitness maintains high standards in the provision of vocational education and training and other client services. We have policies and management practices in place to uphold high professional standards in the marketing and delivery of our services, and which safeguard the interests and welfare of our students. At CSF we maintain a learning environment that supports the success of our students and have the capacity to deliver the nominated course(s), provide adequate facilities, and use methods and materials appropriate to the training being delivered.

CSF uses quality management practices to ensure effective client services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept safe, with access restricted to authorised staff. Students can access their files by request. CSF's quality focus includes access and equity ensuring that no client is discriminated against. Our focus also allows for recognition of prior learning (RPL), fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of our expertise or control, we will make every attempt to refer the client to the relevant agency or expert.

CSF promotes a healthy, supportive and secure environment for all students and aims to assist all students in maintaining their well-being during their studies. All students have the right to feel and be safe in the framework of courses offered by CSF. 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 or student services advisor.

LIVING IN AUSTRALIA

Australia is a land of diversity and culture. Living in a different country can be very different and your lifestyle will undoubtedly change. To help you adapt to Australia, please click on the below link.

<http://www.studyinaustralia.gov.au/global/live-in-australia>

States and Capitals

Australian Capital Territory (ACT) = Canberra (Canberra is the Capital of Australia)

New South Wales (NSW) = Sydney

Victoria (VIC) = Melbourne

Queensland (QLD) = Brisbane

Western Australia (WA) = Perth

South Australia (SA) = Adelaide

Northern Territory (NT) = Darwin

Tasmania (TAS) = Hobart

ENROLMENT

Student Selection and Entry Requirements

CSF is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

Students are selected on the basis of merit without discrimination in respect of age (18yrs and above), race, religion, culture and beliefs. There may be pre-requisites before commencing a program due to health and safety, language literacy and numeracy requirements or the nature of the program. Every effort is made to select persons from disadvantaged groups. Because of the physical nature of the martial arts courses certain physical standards are required. All applications are reviewed and a letter of offer will be sent to those applicants who meet the entry requirements.

An application for admission is not considered until proficiency in English has been demonstrated. If suitable evidence of English proficiency is not forwarded with the application, students are required to complete an English proficiency test at the college. Participation in a course is subject to payment of all fees and charges.

Student Orientation

Student Orientation will be held at CSF premises before commencement of classes. It is essential for you to attend this session to understand CSF's academic system and to familiarize yourself with the facilities. The Orientation is conducted over approximately two hours and includes the following:

- CSF policies and procedures
- Issue of Student Handbook, Timetable, Student ID Card
- Discussion and availability of National/State/Territory legislation affecting students
- Access and equity policies
- Recognition of prior learning - RPL
- Conduct, delivery and assessment of courses
- Professional behaviour, dress, attendance, course progression and discipline
- Student Support Service
- Payment of Fees and Refund
- Work Health and Safety (WH&S) matters
- General question session

Attendance of students will be recorded to ensure students have been fully briefed and are made aware of the location of the Student Handbook. (CSF Website)

OHSC

24 Hour Student Advice Line

If you need advice call Bupa's 24 hour student advice line, they are there to assist you. They can talk to you in 180 languages and provide assistance with a range of emergency situations, medical or otherwise including:

Medical and accident assistance

Home and property assistance

General tax and legal inquiries

Personal safety, drug or alcohol issues

Trauma Counselling

1300 884 235 (number located on the back of your card)

ACCESS AND EQUITY

CSF will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equal opportunity without discrimination. CSF offers opportunities for people to participate in the vocational education and training system, and prohibits discrimination towards any group or individuals in any form including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality
- Age

CSF applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes. If requested to do so the College of Sports & Fitness Pty Ltd must provide student's personal information to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund.

CRITICAL INCIDENTS POLICY AND PROCEDURE

Purpose

This Policy outlines the College of Sports & Fitness's response to a critical incident.

Scope

A critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents can include:

- Fire
- Major break-ins
- Major accidents or illness involving staff or clients
- A death involving staff or clients
- Suicide or attempted suicide by a worker or client
- Verbal/physical abuse or threats with a weapon
- Accusations of illegal drugs in the service
- Suspected sexual or physical abuse by workers
- Sexual assault of worker or client on or off the premises
- Vandalism of premises
- Natural disaster
- Injury resulting from class training

Policy

CSF recognises the special needs of international students who may require additional support, interpreters, communication with relatives in other countries, communication with consulates, and communication and/or reporting to the Department of Immigration and Border Protection as soon as possible after a critical incident. The incident may affect visa conditions or the student's program of study and in the case of a student's absence from classes, return to their home country or death the incident must be reported to the Department of Immigration and Border Protection via PRISMS.

On-Campus Incidents

If the incident is on campus and involves death, serious injury or a threat to life or property, the Campus Manager will be contacted immediately.

Off-Campus Incidents

If the critical incident involves a student or staff member who is off campus, the person receiving the information must immediately contact the Campus Manager who will communicate to other staff and relevant persons as appropriate.

Incident reporting

All reports will include as a minimum:

- Time of incident
- Detailed location of the incident
- Nature of the incident (e.g. threat, accident, death or injury)
- Names and roles of persons involved (e.g. staff, student, other parties)

Management of incidents

Immediate priorities in the management of any incident will be primarily:

- Action evacuation procedures if required
- Activate emergency assistance if required
- Provision of first aid or medical assistance if required

And then

- Information gathering
- Reporting to appropriate authorities
- Access and provision of relevant support

The release of information to the press or public rests with the Managing Director and must comply with the requirements of Privacy legislation and other legal requirements. Other staff are to avoid making statements.

In the event of a death:

- Don't touch or disturb anything
- Clear the area and ensure that only relevant authorities have access.
- Call emergency services immediately.

Where an accident or injury occurs on site:

- Do not panic.
- Do not move injured persons unless they are in a life-threatening situation.
- Ensure injured persons are in no further danger, make them comfortable, warm and help them stay calm.
- The staff first aid officer (a staff member with a current First Aid Certificate) can administer first aid if required.
- Phone 000 if the injury is potentially life-threatening. When phoning for help, tell the operator:
 - where the emergency is
 - what has happened
 - what is being done
 - when the incident occurred
 - who is calling.
- Ensure airway is clear (apply resuscitation if required).
- The person who has sustained the injury or had an accident on CSF property (or if that person is not able to, another staff member) must notify the manager or student services immediately, or as soon as possible.

In the event of fire:

- Sound the alarm (e.g. press panic button, use phone general announcement, yell).
- Immediately call 000. All fires should be attended by the fire department, no matter how small and even if you have been able to put out the fire with an extinguisher. There may be further risks and the fire department will check this.

Commence evacuation procedure immediately. Walk to the designated meeting place. Do not run.

WORK HEALTH AND SAFETY (WH&S)

CSF adheres to all WH&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 WH&S procedures (building evacuations etc.) when requested. Information about the importance of WH&S procedures is discussed during orientation.

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

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

DISCIPLINARY POLICY FOR 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.

Students must comply with the policies and procedures laid down by the College.

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 behavior 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

Students at all times must maintain appropriate behaviour and follow CSF rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course. The Managing Director will oversee all disciplinary matters.

STAFF QUALIFICATIONS

Trainers and assessors are kept up-to-date with any changes in the industry and are required to attend relevant seminars, conferences, training sessions, exhibitions and visit other institutions as part of their staff development.

CSF is committed to a high standard of training through association with high quality trainers and assessors with:

- A Certificate IV in Training and Assessment [TAE40110] or its equivalent
- Appropriate qualifications in their profession and/or in
- Appropriate qualifications and or experience within any of the practical subjects delivered by CS (a minimum of three years' experience).
- Appropriate industry experience and a minimum of Vocational Diploma in the Sport, Fitness and or Recreation Industry or a higher education degree within Sport, Exercise, Health and Science, Movement, Sport Nutrition or equivalent.
- If staff member does not hold the minimum experience or qualification then he/she will be under direct supervision for any training or assessment by a CSF staff member who holds relevant qualification(s) until that staff has acquired relative qualification (s).

FEES AND CHARGES

Payment of Fees

All fees payable by students are clearly stated in the Letter of Offer. When applying for a place in a CSF course, there is a non-refundable enrolment fee of \$200 to help cover costs of administration. Moneys received from students are receipted, clearly documented and records maintained. The fees are due before commencement of the course. The due date for subsequent payments is indicated in the Offer Letter under "Payment Schedule".

A student can pay full fees if they wish to, but they are not required to pay more than 50% per cent up front. If a student pays more than what is on the offer letter, there is no requirement for CSF to return the excess amount, unless it is an overpayment of the total tuition fees.

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.

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

Fee Types

Enrolment fee (non-refundable): \$200

Copy Card Fee: \$5 (Sydney CBD Campus Only)

Uniform Pack fee: \$100 (includes first uniform for entry course. Further uniforms will be required for future courses at \$50 per pack)

Students may incur the following payable fees:

Replacement of Student ID: \$15

Re-issue of COE due to change of course: \$20

Change of timetable fee: \$250

Late enrolment fee: \$250



Reassessment fee: \$150 (no fee if student provided medical certificate)

Intervention fee: Stage one (\$250), Stage two (\$400)

Replacement of Certificate fee: \$55

Change of course fee: \$20

Non-Payment of fees

Students who have not paid their fees by the due date are liable for a late payment fee. Fees paid two weeks after the due date accrue a \$100 penalty. Fees paid three weeks after the due date accrue \$150 penalty and four weeks after the due date accrue \$200 penalty. These students are also unable to receive examination results, change their enrolment program and access their CSF computer account. CSF has the right to refuse to provide services (including training, assessment, and course materials) to clients who have outstanding accounts. CSF shall not be liable for any failure to provide services.

Students may also have their enrolment cancelled for non-payment of fees. Three days after the due date, an 'Intention to Report' letter is emailed to the student, advising the student of the intention to cancel their enrolment (eCOE) for non-payment of fees. Students then have 20 working days to appeal. If the student does not appeal the eCOE is then cancelled. Students who wish to recommence their studies must then apply through the formal admissions process. Readmission is not guaranteed.

Refund Policy

All enrolment fees, accommodation and airport pick up are non-refundable. Students wishing to apply for a refund must complete the *Application for Refund form (available on the CSF website)*. If approved, the refund will be paid within 2 weeks of receiving the application.

Terms of Refund

1. Visa Application Refused

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

2. Student Default

Prior to Commencement

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

After Commencement

- 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 and enrolment.
- If a student completes the course early or fast-tracks (does not apply to CRICOS students), the full course fees must be paid before course finish date.
- A student can pay full fees if they wish to, but they are not required to pay more than 50% per cent up front. If a student pays more than what is on the offer letter, there is no requirement for CSF to return the excess amount, unless it is an overpayment of the total tuition fees.

3. Provider Default

In the unlikely event of default by CSF, the student will be offered a place in a suitable alternative course at another college at no extra cost or will be provided with a refund of all unexpended prepaid tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided. The student has the right to choose whether to receive a refund of the course fees, or accept a place in another course at another college.

The College defaults when:

- It fails to provide the course to the student on the agreed starting day
- The course ceases to be provided to the student any time after it starts but before it is completed
- The student has not withdrawn before the default day.

COMPLAINTS AND APPEALS

This policy is implemented to make all students aware of their right to complain or to appeal against any decision made by CSF that has affected their studies.

If students are not satisfied with the result of the internal complaint and/or appeal, they have the right to access external appeals process by submitting their complaint to Overseas Students Ombudsman www.oso.gov.au

Complaints

CSF treats all complaints seriously and students are encouraged to discuss complaints as soon as they occur. In the event of a complaint, the student is required to follow the following procedures:

- Fill out the complaint form and attach any relevant documentation. (form available at CSF website)
- Submit the form to Student Services via email to: info@csf.edu.au
- CSF will address the issue and every effort is made to finalise the complaint as soon as possible.
- Once a decision is made the student will receive a written statement of the outcome to their student email.
- If the student is not satisfied with the complaint outcome they can appeal the decision within 20 working days.
- All records of any complaints will be kept in the student's file.

Appeals

Student is not satisfied with a decision or action taken by CSF may choose to lodge an internal appeal according to the following procedure:

- Fill out the appeal form and attach any relevant documentation. (available on CSF website)
- Submit the form to Student Services via email to: info@csf.edu.au
- CSF will discuss the Appeal with the student. If the action taken to solve the problem satisfies the student then no further action is required. A written outcome will be provided.
- If not satisfied with a decision of the CSF's internal appeal process, a student may choose to lodge an external appeal directly with the Overseas Student Ombudsman (OSO). (see below)
- CSF will maintain the student's enrolment while the appeals process is ongoing.
- 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 records of any appeals will be kept in the student's file.

External Appeals

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 Campus 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 Campus 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.

DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLLMENT

Leave of Absence

All leave must be applied for in writing. Student must complete the *Leave of Absence Form* (available on CSF Website) together with documentary evidence verifying their situation (for example, a medical certificate).

A Student is only permitted to take a leave of absence from their studies under very limited circumstances and in accordance with the CSF's General Regulations. The circumstances under which a leave of absence will be approved are:

- Compassionate or medical circumstances
Examples: serious illness or injury where the independent medical documentation states the student is unable to attend classes or bereavement of immediate family members (where possible a death certificate should be provided).
- Compelling circumstances
Example: Major political upheaval or natural disaster in the student's home country requiring emergency travel and this has impacted on the student's studies, or a traumatic experience which could include involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Academic grounds.
Example: where the College is unable to offer a pre-requisite unit, or the Student's inability to begin studying on the course commencement date due to delay in receiving a student visa.

The student must pay their scheduled tuition fees during their leave of absence.

CSF must record on the student's file independent supporting documentation of the grounds for approving a leave of absence.

CSF is required to report to DIBP a student who has been granted leave of absence. DIBP will make a determination regarding the student's visa (CSF has no control in this matter). A student returning from Leave of Absence must re-enroll by the published date. By not re-enrolling, a student will be deemed to have 'inactively' advised the College they are no longer continuing with their studies, in which case CSF will notify DIBP via PRISMS of the student's inactive notification of cessation of studies. The student will be notified by email, due to non-enrolment; they have been deemed to have 'inactively' ceased their studies and subsequently reported to DIBP.

Reporting to DIBP

CSF is required to report to DIBP via an appropriate course variation in PRISMS any changes to a student's enrolment status, course enrolment and discontinuation from a course. Students who finish one or more terms earlier than their expected course end date will also be reported to DIBP. A student who finishes their course early must either enrol in another CRICOS registered course or depart Australia immediately, unless given authorization by DIBP to remain in Australia.

CSF may report a student for other grounds including but not limited to, misbehaviour, misconduct or non-payment of fees. A student may choose to lodge an internal appeal against CSF's decision to report. Where a student's internal appeal is denied or the student is not satisfied with the decision, the student may choose to lodge an external appeal

in accordance with the Complaints and Appeals Policy. However, in these cases, the college is not required to wait for the outcome of the external appeal before reporting the student via PRISMS. The Student will be advised of the CSF's decision to continue with the termination of their enrolment. A Student shall then have 28 days in which to:

- Leave Australia; or
- Show DIBP a new CoE; or
- Provide DIBP with evidence the student has lodged an external appeal with the OSO.

Suspension or Cancellation of Enrolment

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.
- The student does not commence their studies.

A formal warning will be issued if a student:

- Disobeys any College rules as set out in the Student handbook
- Knowingly engages in material plagiarism, cheating or academic misconduct
- Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
- Misuses or willfully damages College facilities, equipment or property.

The student has the right to cancel their enrolment 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 implications. The student must complete the *Application for Release or Cessation of Studies* form (available on CSF website) and state the reason for requesting to cancel their studies at CSF with a minimum of one college term's notice before the intended cancellation date. Students wishing to cease their studies must give one term's notice otherwise they are required to pay 50% of the next term's tuition fees. Student can access the application for release/cessation of studies from the CSF website (www.csf.edu.au). All applications to be emailed back to info@csf.edu.au. All applications will be processed within 5 working days.

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 Appeals".

TRANSFER BETWEEN REGISTERED PROVIDERS

Under the Education Services for Overseas Students (ESOS) National Code 2007, education providers including CSF are restricted from enrolling, transferring students prior to the student completing six months of their principal program. The principal program is one for which a student visa has been issued at the highest level of study in the program. For example, if a student accepts package offer for Certificate II + Certificate III + Certificate IV + Diploma, the Diploma is the principal program. An electronic Confirmation of Enrolment (eCOE) is issued for each program and one student visa is issued for the package.

These restrictions impact:

- current CSF students seeking a transfer from CSF to another provider
- Prospective students seeking a transfer to CSF from another provider.

Policy

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 student 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 offer
- The original RTO has had a suspension imposed on its registration by the Australian Government or state territory government that prevents the student from continuing his or her principal course; or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

CFS 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 of a release letter but advises students of the need to contact the Department of Immigration and Border Protection (DIBP) 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 or she has the right to appeal this decision according to CSF's Complaints and Appeals Policy.

CSF will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding the request, on the student's file on the student management system.

Circumstances in which CSF will grant approval for a transfer includes but is not limited to the following:

- CSF is unable to continue to provide the course
- Student demonstrate he/she is experiencing threat to physical or mental health or safety by remaining at CSF and demonstrates clearly how this will be alleviated through a transfer
- Course of study is not consistent with documented course requested on their application
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written, authorised support for that change
- The student is not coping in the program, and has sought academic assistance from CSF that has not improved their academic performance
- The student is required to move interstate and can provide supporting documentation
- The student has completed 2 terms (6 months) of study with CSF and has no outstanding subjects

Requests for transfer within the restricted period may be refused under the following circumstances:

- Basis of request is not considered exceptional circumstances relating to the welfare of the student
- The transfer may jeopardise the student's progression through a package of courses
- Student has not utilised CSF's support services or academic resources and assistance.
- Valid offer letter from another provider has not been received
- If transfer request is based on change of program and said program is also offered at CSF
- Student has simply changed their mind
- Issues such as living a long distance away from campus and travel difficulties
- If the student is currently on an academic intervention or has outstanding subjects
- Student has outstanding fees

Current international students are required to apply for a release letter from CSF if they wish to discontinue before completing six months of their principal course. Students wishing to transfer to another provider must give one term's notice otherwise they are required to pay 50% of the next term's tuition fees. Student can access the application for release from the CSF website (www.csf.edu.au). All applications to be emailed back to info@csf.edu.au. All applications will be processed within 5 working days.

CHANGE OF COURSE

Students wishing to change their course must complete the Application to change course form (available from Student Services). Change of course is only possible in the first week of the term. A fee of \$20 per CoE will incur in addition to the difference in fees between the old and the new course.

The change of course will be processed only if:

- The student completed all previous units
- The student is not on an intervention stage
- The student has no outstanding fees
- The student is not able to continue with the current course due to compassionate or compelling reasons (e.g. illness)

What effect may this have on the student visa?

Where the course length has changed it might have an effect on the student visa. The student must contact DIBP to seek advice on whether a new student visa is required. Further information is available at the following web site: <http://www.immi.gov.au>

COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

Scope

The purpose of this policy is to ensure that CSF has and implements documented policies and procedures for:

- Monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE
- Ensuring students do not exceed the allowable portion of online or distance learning per terms
- Ensuring CSF will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances

Policy

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 (Also refer to the Intervention Policy). Where course 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 on the student's management system RTOM.

Procedure for monitoring progress to ensure students complete within the expected duration

- Student enrolls at CSF
- Student's course progress is monitored on a regular basis through a review of attendance, participation, mid-course assessments and final assessment to ensure completion within the time frame
- Student course progress is satisfactory
- No change in course length required

Student files will be maintained at all times and may include the following; a student's unit enrolment type, documents relating to any compassionate and compelling circumstances that have interfered with a student's ability to complete the course within the expected duration, documents that relate to the student's poor academic progress and action taken to intervene. All documentation and intervention will be recorded on the student's file on the student's management system RTOM.

Procedure to ensure students do not exceed the allowable portion of online or distance learning

CSF will not allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning.

- Each course offered by CSF has a portion offered by distance and/or online
- CSF will not enrol any student exclusively in distance or online learning units in any compulsory study period (term)
- Each student will study at least one unit on campus via face to face delivery in each compulsory study period (term)

Procedure for altering the student's COE and reporting students to DIBP

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 on the student management system RTOM. 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.

ONLINE LEARNING POLICY

Purpose

The purpose of this policy is to ensure In accordance with Standard 9 National Code that College of Sports & Fitness (CSF) has and implements documented policies and procedures for:

- ensuring students do not exceed the allowable portion of online learning per course;
- ensuring that in each compulsory study period for a course, the student is studying at least one unit that is not by online learning.

Definitions

Online learning is study in which the trainer and overseas student communicate mainly through electronic technologies for the unit.

A compulsory study period is one in which the student must enrol in, unless granted a deferment or suspension from enrolment or leave of absence under Standard 13 National Code. A compulsory study period does not include periods in which the student can elect to undertake additional studies (Standard 9.1).

Policy

Under this policy CSF will monitor students to ensure the enrolment does not exceed more than 25 per cent of the student's total course by online learning.

In monitoring this enrolment load, CSF will ensure that in each compulsory study period the student is studying at least one unit that is not by online learning.

Procedure to ensure students do not exceed the allowable portion of online learning

CSF will not allow the student to undertake more than 25 per cent of the student's total course by online learning.

- The Director of Studies will establish a formal timetable for each course.
- Each course offered may have a portion offered by online.
- The portion of the course timetabled for online study will not exceed 25 per cent of the course program.
- CSF will not enrol any student exclusively in online learning units in any compulsory study period.

Related to:

Standard 9 – Completion with Expected Duration

9.4 The registered provider may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, the registered provider must not enrol the student exclusively in distance or online learning units in any compulsory study period.

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD9.aspx#onlineanddistance>

RECOGNITION OF PRIOR LEARNING (RPL)

CSF recognises the AQF qualifications and Statements of Attainments issued by other registered training organisations (RTOs) within Australia.

Students who have completed appropriate training or who, through prior learning and experience, have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students, who believe this applies to them, may make an application for RPL (form available on CSF website). 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.

Evidence of prior learning may include:

- 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 (CSF Practical Subjects)
- Third party reports by appropriate persons (e.g. former employer, Capoeira Master, other practical experience curriculum)
- Any other appropriate evidence may be considered

Due to a sum of diverse styles and knowledge within CSF Practical subjects, CSF will not recognise RPL competency until skills and knowledge are demonstrated in a face-to-face assessment.

RPL may affect the length of student course therefore the student must contact DIBP to seek advice on whether a new student visa is required. Further information is available at the following web site: <http://www.immi.gov.au>

INTERVENTION AND ACADEMIC PERFORMANCE

Purpose

The purpose of this policy is to ensure College of Sports & Fitness (CSF) systematically monitors students' course progress which includes recording, monitoring, assessing, counselling and reporting the course progress of each student in accordance with Standard 15 National Code.

Definitions

Monitoring refers to the active checking of course progress and allows the provider to identify and offer support to those at risk of not progressing. Students who are not making satisfactory course progress are reported to the Secretary of DIIRTE through PRISMS.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period (term).

Guidelines and References

- National Code Standard 10
- National Code Standards 6, 8, 9, 10 and 11
- ESOS Act Section 19
- The Migration Act 1958, Student visa conditions 8202

Policy

Under this policy CSF will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. CSF will assess each student's progress at the end of each compulsory study period (term).

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period (term).

CSF defines the course requirements for each study period (term) in the unit guides and can identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements will be made clear to the student at the start of the course or, if variable, each study period (term).

CSF has and will implement an intervention strategy for any student who is not making satisfactory course progress. The intervention strategy will be available to staff and students and specifies:

- I. procedures for contacting and counselling students;
- II. strategies to assist identified students to achieve satisfactory course progress;
- III. the process by which the intervention strategy is activated

The intervention strategy will include provisions for:

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

At the end of each compulsory study period (term), students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated within the first four weeks of the following study period (term). This is referred to as Intervention Stage 1. A Fee of \$250 applies.

However, if a student is identified as at risk of making unsatisfactory course progress before the end of the study period (term), the Assessment monitoring procedure will be implemented as early as practicable.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period (term) in a course, CSF will notify the student of its intention to report the student to DIBP for unsatisfactory progress. The second intervention stage will be activated. A Fee of \$400 applies.

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

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

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

- I. If the appeal shows that there was an error in calculation, and that the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period (term), CSF will not report the student and there is no requirement for intervention. CSF will refund the \$400 intervention stage 2 fee paid by the student.
- II. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student and CSF will not report the student.

Where:

- i. the student has chosen not to access the complaints and appeals processes within the 20 working day period; or
- ii. the student withdraws from the process; or
- iii. the process is completed and results in a decision supporting CSF (i.e. the student's appeal was unsuccessful);

CSF will notify the Secretary of DIISRTE through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

Procedure

To ensure fairness, equity and maintain an open process, CSF will use the following process for determining the point at which the student has failed to meet satisfactory course progress:

1. The Director of Studies will assess and monitor the course progress of students by:
 - reviewing attendance records

- reviewing class participation
 - evaluating any mid-course assessments
 - reviewing final assessment
 - checking overall competency.
2. All Trainers and the Director of Studies are required to record and access the progress of each student at the end of each term to identify students at risk of progressing.
 3. If the Academic Supervisor identifies a learner at risk of not meeting their course progress requirements in the middle of the term they will follow the appropriate Assessment Monitoring procedures.

Procedure for implementing Assessment Monitoring (Re-assessment)

1. Students with outstanding assessment tasks during the term will be notified via email in week 3 and week 6 to speak to their trainer and make arrangements to complete assessment tasks.
2. Students who don't attempt the Q&A and/or Observation during the term will be notified via email in week 9 advising to attend Re-assessment in week 10. A fee of \$150 applies. The fee doesn't apply if the student has a medical certificate.
3. Students who have attempted the Q&A and/or Observation during the term and received a Not Satisfactory result will be notified via email in week 9 advising them to attend Re-assessment in week 10. No fee applies.
4. If the student receives a Satisfactory result during Re-assessment week, he/she is deemed Competent in that unit.
5. If the student receives a Not Satisfactory result during Re-assessment week, he/she is given another chance to attempt the re-assessment during week 4 of the following term. A fee of \$150 applies.

Assessment Monitoring Flowchart below.

Procedure for implementing Intervention Stage 1 for students at risk of failing to achieve satisfactory course progress

If a student is identified as being at risk of not completing the course in time or failing to meet the required 50% completion rate in a study period (term) the following process should be followed.

1. The student will be sent an Academic Progress Warning Letter 1 informing them of their academic progress requirements and Intervention strategies in order to maintain satisfactory academic progress.
2. The student has 20 working days to appeal.
3. If the appeal is successful, the student is notified and no further reporting action is required. The student is required to complete outstanding assessment task(s). An error in calculation would only warrant for a successful appeal.
4. If the appeal is unsuccessful, the student is notified and placed on Intervention Stage 1. A fee of \$250 applies.
5. The student will meet with the Academic Supervisor to receive an intervention plan. The academic supervisor will follow up with the student on a regular basis and inform the Campus Manager of the intervention outcome at the end of the term.

Procedure for implementing Intervention Stage 2 and notifying students of unsatisfactory progress in two consecutive study periods (terms)

If a student is identified as failing to meet the required 50% completion rate in two consecutive study period (2 terms) the following process should be followed:

1. The student will be sent an Academic Progress Warning Letter 2 / Notice of Intention to Report informing them of their unsatisfactory course progress.
2. The student has 20 working days to internally appeal.

3. If the internal appeal is successful, the student is notified and no further reporting action is required.
4. The student is placed on Intervention (if applicable) and is required to complete all outstanding assessment task(s). Fees may apply.
5. If the appeal is unsuccessful, the student will be sent an Unsuccessful Letter of Appeal and is notified of external appeals processes (as outlined in the Complaints and Appeals Policy). The Student is placed on Intervention Stage 2. A fee of \$400 applies).
6. If the external appeal is successful, no reporting action is required. The student remains on Intervention Stage 2 and is required to complete all outstanding assessment task(s).
7. If the external appeal is unsuccessful, the student is reported to Department of Immigration and Border Protection (DIBP). The student's enrolment is cancelled.
8. If the student doesn't access either the internal or external appeals, they will be reported to DIBP and their enrolment is cancelled.

Intervention and Academic Progress flowchart below

Procedure for reporting students for unsatisfactory progress by notifying DIISRTE/DIBP of visa breach

The following process should be followed when reporting a student for breach of their visa requirements relating to unsatisfactory course progress:

Refer to the "PRISMS - Provider User Guide" to assist in the following process.

1. If an appeal is lodged, wait until the appeal is heard and finalised before progressing.
2. If no appeal is lodged or the appeal is finalised and finds the appeal is upheld, the Director of Studies checks all the facts and documentation related to the case and, if everything is in order, authorises the report to be entered into PRISMS.
3. The Director of Studies follows the PRISMS - Provider User Guide for Reporting Requirements.

Note:

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods (terms), and the student has not made a successful appeal against this assessment.

If a student is identified for a second, but not consecutive, study period (term) as not making satisfactory course progress, the provider does not report the student for unsatisfactory course progress.

When a student is reported for unsatisfactory course progress, DIBP may cancel the student's visa. DIBP will rely on the provider's report of unsatisfactory course progress as the report cannot be made until the provider has completed the complaints and appeals process. If a student is dissatisfied with the provision of a complaints and appeals process, the student may lodge a complaint with DIISRTE.

Section 19(2) of the ESOS Act 2000 requires providers to report the student for unsatisfactory course progress 'as soon as practicable' after the breach occurs. Good practice would be to report the student through PRISMS within 5 days of finalising the decision to report.

Procedure for changing away from the DIISRTE-DIBP course progress

In the event CSF chooses to move away from the DIISRTE-DIBP Course Progress Policy the following should be followed.

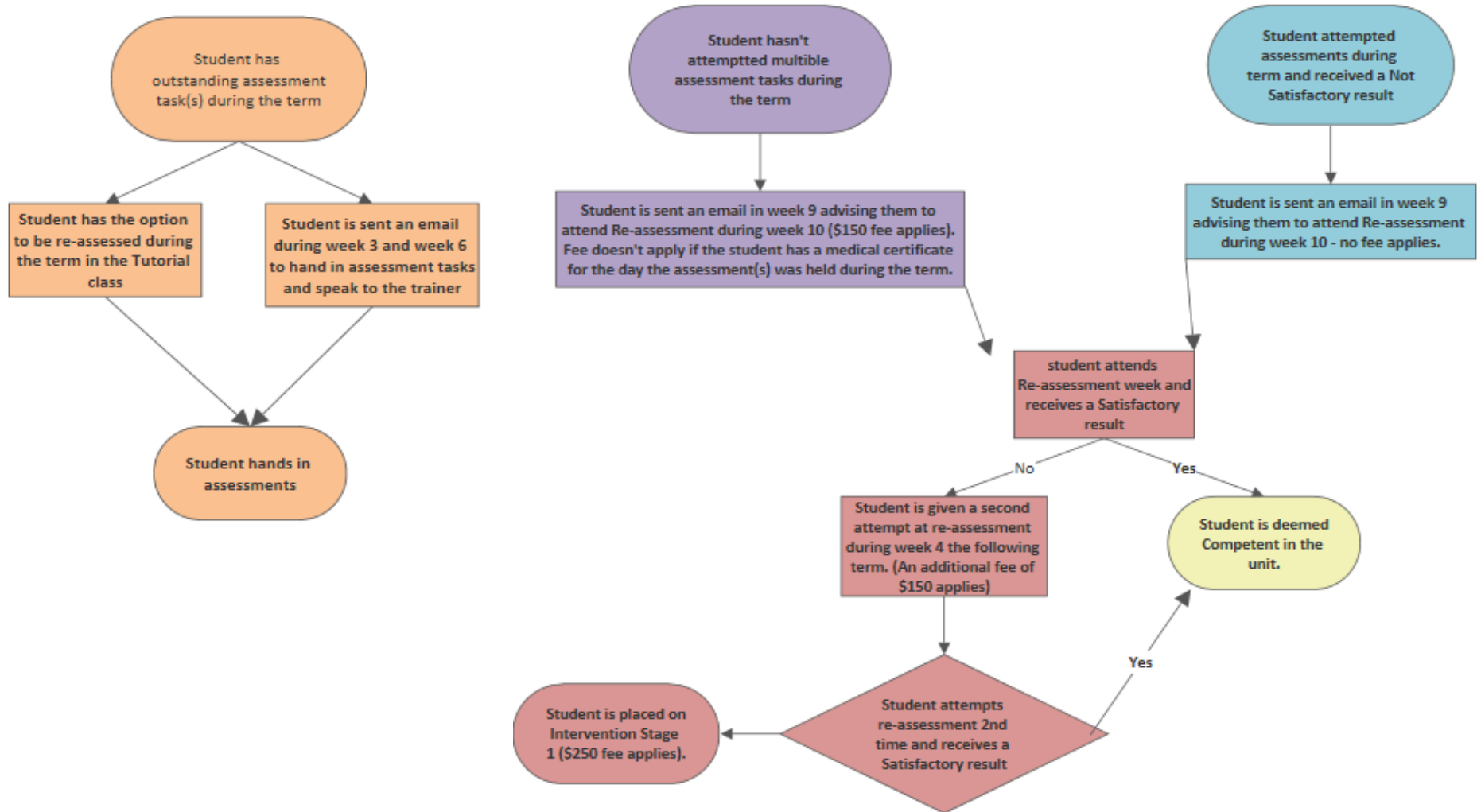
1. When CSF no longer wishes to follow the DIISRTE-DIBP Course Progress Policy, it registers the change in PRISMS by changing the answer to the relevant field to 'No'.



2. A record is kept in PRISMS if the provider has chosen to use the DIISRTE-DIBP Approved Course Progress Policy and if it changes its mind after indicating it would use the policy.

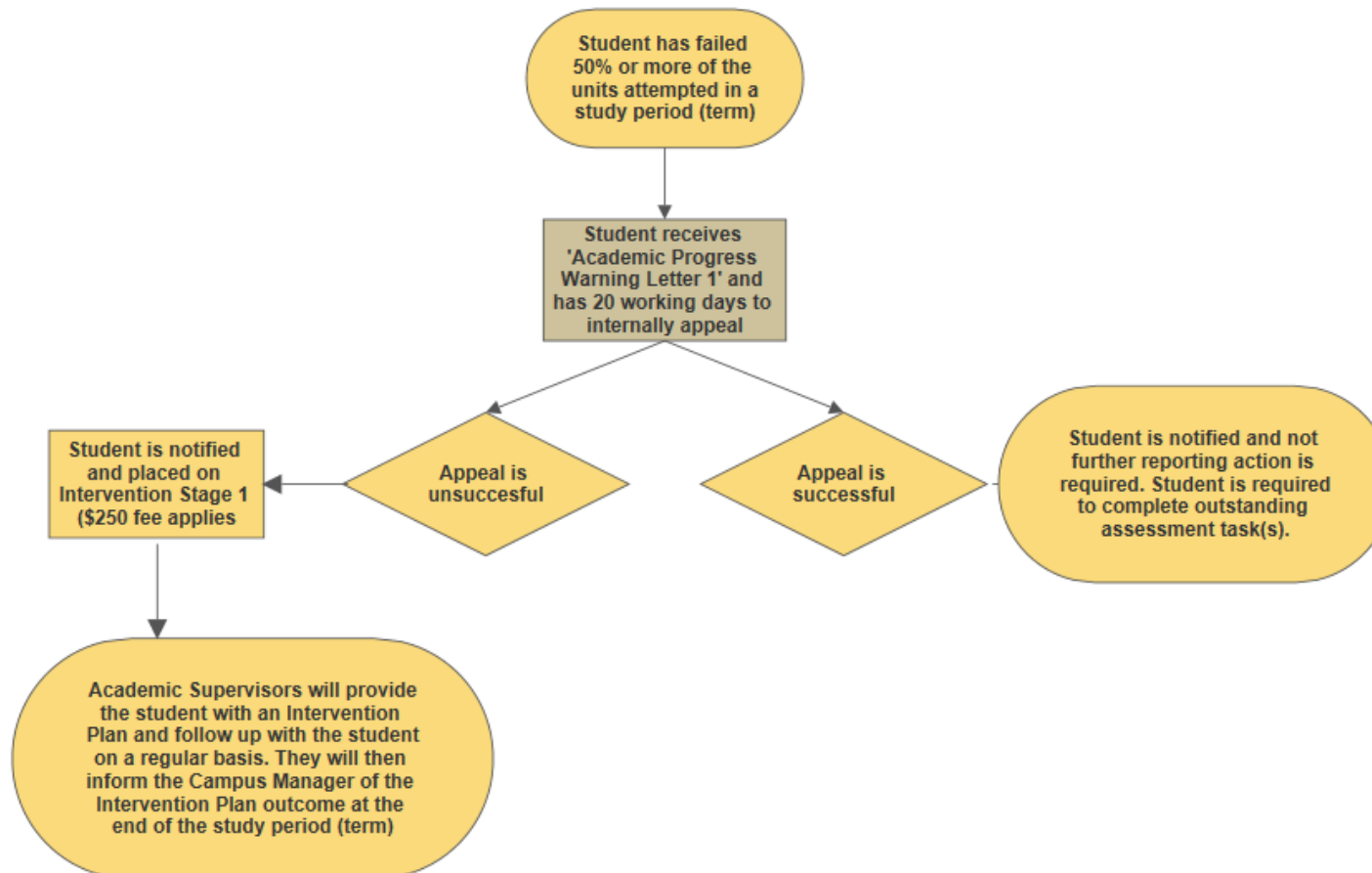
Do not commence a new course progress policy until the beginning of a study period (term) and only after students have been informed of the intended change.

Assessment Monitoring (Re-assessment)

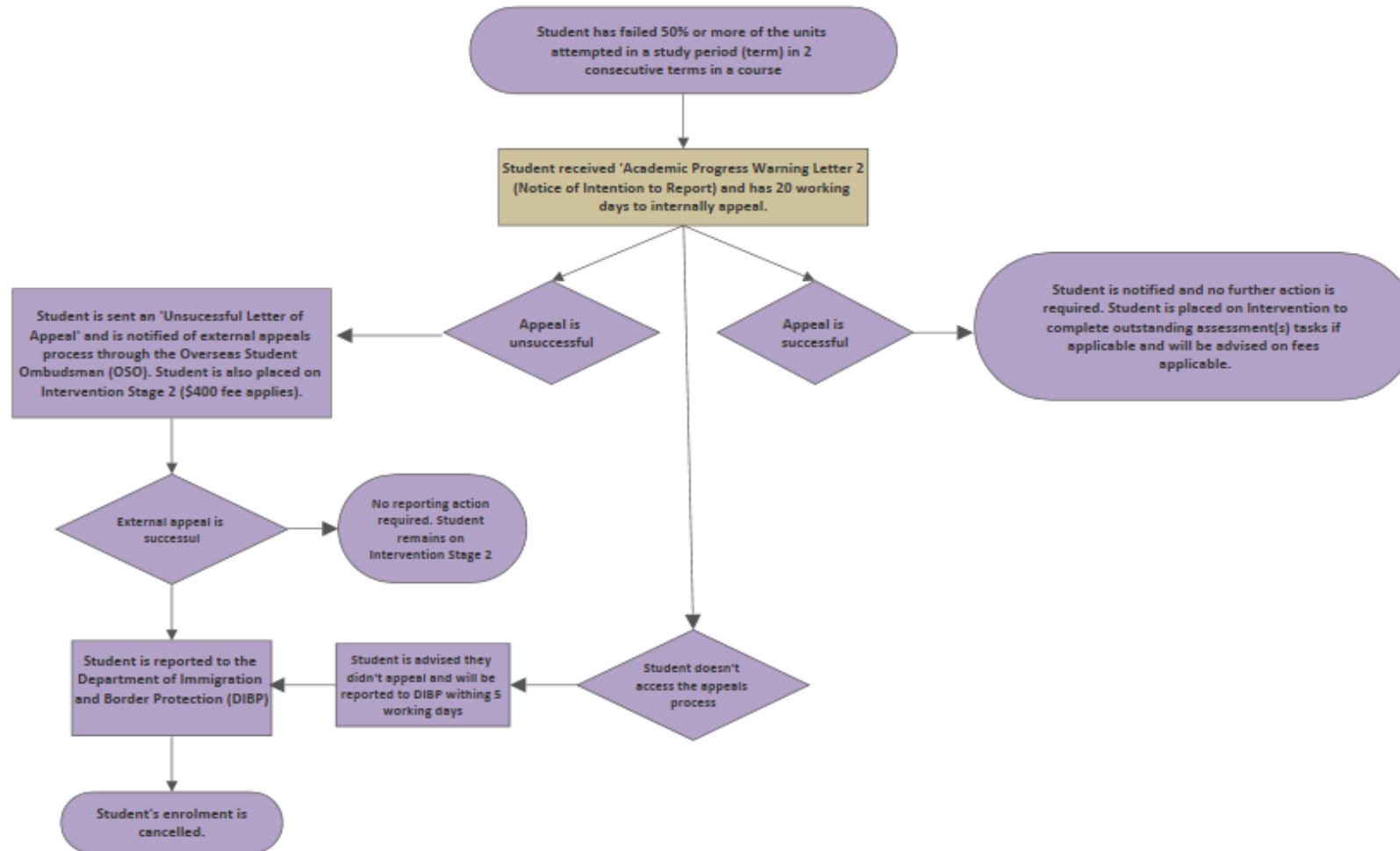


Intervention and Academic Progress

Intervention Stage 1



Intervention Stage 2:



CERTIFICATES AND STATEMENTS OF ATTAINMENT

A student will be issued with a certificate on completion. If a student completes one or more unit of competency but not a complete qualification, a Statement of Attainment will be issued.

Certificates/Statements of Attainment each have a registered number and carry the CSF logo. 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 an online Student Management System and from this system the Director of Studies can issue or reissue Certificates, Statement of Attainment and or Academic Transcript.

TRAINING ENVIRONMENT AND DELIVERY

Currently all training is carried out at CSF's premises at Level 1 and 2, 12 Wentworth Avenue, Darlinghurst, Sydney and Level 3, 16-22 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.

Both staff and students will be issued with the necessary course material. Additional material may be issued if needed. All necessary equipment is provided. Staffs are encouraged to discuss training resources with students and to listen to any suggestions they may have.

Students are asked to evaluate training through a variety of methods including survey, class discussion, interviews and informal discussions. 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.

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 and recommendations made where relevant.

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 through face-to-face learning and E-Learning methods. Details of the courses will be set out in the course handouts issued to all students.

CSF course courses are a 'package' of qualification. Direct entry into a higher course level must demonstrate any pre-requisite requirements as per the qualification rules and regulation. Maybe required to complete an RPL application. Each qualification the student will be issued with a eCoE (Confirmation of Enrolment).

SPORT COACHING

Course duration of the complete package is 3years unless Recognition of Prior Learning (RPL) has been demonstrated.

- SIS30712 Certificate III in Sport Coaching (6 months)
- SIS40512 Certificate IV in Sport Coaching (9months)
- SIS50512 Diploma of Sport Coaching (18 months)

SPORT DEVELOPMENT

Course duration of the complete package is 18 months unless Recognition of Prior Learning (RPL) has been demonstrated.

- SIS40612 Certificate IV in Sport Development (6 months)
- SIS50612 Diploma of Sport Development (12 months)

SPORT FITNESS

Course duration of the complete package is 15 months unless Recognition of Prior Learning (RPL) has been demonstrated.

- SIS30313 Certificate III in Fitness (6 months)
- SIS40210 Certificate IV in Fitness (9 months)

Timetable

Course timetables are set according to the selected course. All students are informed of their study period (term) / days of study prior to course commencement or continuation of course. All current students must re-enroll into a timetable by the published deadline through the online Student Management System. It is the student's responsibility to enrol into a timetable.

If a student does not enrol by the published deadline they will be charged a late enrolment fee of \$250. Any continuing student who does not enrol by the start of the new term also risks having their confirmation of enrolment cancelled for non re-commencement.

If the student has already enrolled into their timetable and wishes to change their timetable a fee of \$250.00 will be charged to the student. Students are permitted to change their timetable during week 1 of the term at no charge.

Study period (term)

Study period (term) represents morning or evening classes. Students must select their preferred study period (term) before the commencement of each term. Not every study period (term) is available for every qualification. If elected study period (term) is not available, CSF will inform the student within 5 working days.

Days of studies

Days of study represent day of the week which the student must study within the available study period (term) of the qualification. CSF cannot guarantee students the same days of study for each term and qualification. Available days of the week are subjected to minimum and/or maximum number of enrolled students.

Self-Directed Learning

All learning materials are uploaded in Moodle. Students are required to go through the resources at their own pace and communicate with trainers for any queries regarding learning materials. Students are expected to spend at least the mentioned hours per week outlined in moodle on self-directed studies – This can be in the form of revision, assessment preparation, research and reassessment.

ASSESSMENT PROCEDURES

Assessment Preparation

Assessment materials are available on Moodle. Students are required to use the materials available in order to complete their assessments by the due date. Assessments may consist of Role Plays, Questions & Answers, Workbook Activities, Assignments, Observations, Practical demonstrations, Case Studies and Presentations.

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. Students have access to their own files. Records are maintained both in the CSF student management system and hard copy for 30 years. **No person other than the Managing Director, authorised staff member and the student himself/herself is able to access student's records. The student can authorise in writing a third party to view his/her record.** This must be verified by the Managing Director or other authorised person.

Questionnaire & Answer (Q&A) policy

Student: >Expected to be at class when lesson starts

Trainer:

- >Class begins on time as per timetable.
- >Class room must be set up in classroom format, all chairs facing the front of the room, lined up one behind the other.
- >All mobile phones are to be placed into student's bags and left at the door of the classroom.
- >Only 1 black/blue pen can be on the student's desk during the Q&A.
- >The Q&A will begin 15 minutes into lesson time.
- >Students will be given 15 minutes reading time, student can ask language questions during this time.
- >Q&A begins 30mins after timetable time no later or earlier. If a student arrives to class after this time they will not be allowed into the class room. The trainer will direct the student to Student Service Advisor (SSA).
- >The duration of a Q&A will be 90mins.
- >Student may go to the toilet during this time; only one student at time may leave the class room for a toilet break.
- >Once a student has finished the Q&A, they can leave, but will not be allowed back into the classroom until the Q&A is completed.

Exam, Compelling Compassionate Late students

Students: If student could not make it to the exam within the first 30 minutes of lesson due to compelling compassionate reasons. The student must speak with SSA.

SSA: Collect information and evidence on compelling compassionate reason and allow student to do reassessment with no fee (if possible have the senior academic staff allow the student to do the exam same day when it is compelling compassionate reason).

Reassessment

If the student is unable to attend the Questionnaire & Answer (Q&A) or Observation assessment due to medical reasons, they will need to provide a Doctor's certificate. This certificate needs to be provided to a Student Services Advisor and recorded on the student's record. With a valid Doctor's certificate there will be no charge for reassessment. If the student did not achieve 50% or more in their first attempt of the assessment, they will need to redo the assessment in Reassessment Week (usually week 10), at no extra charge. If the student was away during the assessment without a valid reason (see list below), there will be a fee of \$150.00 to redo the assessment.

Cheating and Plagiarism

Cheating and plagiarism will not be tolerated at CSF and will be treated seriously. Caught cheating or plagiarising 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 penalty will be an assessment result of 'Not Yet Competent' (NYC).

Extensions for Late Submission

All work must be submitted by the due date. Students who fail to submit due assessment by the due date may be marked as 'Not Yet Competent' (NYC), unless an extension has been granted. Students who cannot submit an assessment by the due date can apply for an extension of up to seven days by submitting the appropriate request in writing, setting out their name, assessment title, due date, an explanation of the reason for the request and attaching any supporting evidence. This application must be submitted to the related teacher, in Room A1 level1, 12 Wentworth Avenue, Darlinghurst no later than 4:30pm on the due date of the assessment. Extension applications received after

this date will not be considered. Students, who require an extension of more than seven days, shall make an application for special consideration.

However, the following reasons do not apply for an extension:

- 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.

Assignment Layout

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

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

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

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. Students may title this "Reference List" or "Bibliography". Students can choose between the Harvard Style reference and Author-Date Style reference.

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: Capoeira, N. (2002) Capoeira: Roots of the Dance-Fight-Game, North Atlantic Books

2. Book: two authors

Names of authors should be cited in the order in which they appear on the title page: Rowe, P. and Martin, D. (1999) Victorian Firearms Instructors Manual, Surfers Paradise

3. Book: three authors

Aronson, M., Hunter, J. and Weinberg, M. (1988) Litigation Evidence & Procedure, 4th edition, Adelaide: Butterworths

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

Aronson, M., Hunter, J. and Weinberg, M. (1988) Litigation Evidence & Procedure, 4th edition, Adelaide: Butterworths

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

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: Thompson, A. (ed.) (1996) *Terrorism and the 2000 Olympics*, Canberra: Australian Defence Studies Centre

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

Sadleir, D. (1996) “Australia and Terrorism”, in Thompson, A. (ed.) (1996) *Terrorism and the 2000 Olympics*, Canberra: Australian Defence Studies Centre, pp 43 – 49.

9. Book: corporate authorship

It is important that the textual reference agree in all details with the entry in the List of References: The National Licensee’s Certificate Awarding Body (1996) *Handbook for the National Licensee’s Certificate On-Licence*, Surrey: The National Licensee’s Certificate Awarding Body.

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: Rowe, P. (1999) ‘Security & the law – Trespass’, *Security Oz*, vol. 2, pp86 –89. 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 out 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: *The Macquarie Illustrated World Atlas* (1984), Sydney: Macquarie Library Pty Ltd.

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: Condon, C. (1999) “Caught on Camera”, *Gold Coast Bulletin*, 24 November, p. 3. If the article has no obvious author, the form of entry is: “Peace at a Price”, (1999), *Gold Coast Bulletin*, 24 November, p. 1.

13. Plays and poetry

Plays and poetry may be referenced in terms of lines, scenes and verses such as the following:
Murray, Les, *Blood*, verse 9, line 2. 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 author’s 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: Rowe, P. (1999) *Security Officer & Crowd Controller Training Manual*, Surfers Paradise

15. Non print media

These differ markedly. Where possible these should be cited by producer, date, title, [Media type] and production company: Davis, J. (1997) *North Hollywood Shoot-Out* [Video], USA: MVP Home Entertainment

16. Conference proceedings

Papers presented at conferences and published as proceedings are referenced in the same manner as multi-author books: Rowe, P. and Martin, D., (1999) ‘PPCT Survival Learning Theory’, *Conference Proceedings*, International Training College Conference, Southport, pp 147-149.

17. Citing Internet resources

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.

Disputes about Assessments

Where students dispute their assessments they have the right to appeal by following the above:

- The student must submit an Appeal form. (available at CSF website – www.csf.edu.au)
- The student discusses the disputed assessment with the trainer/assessor who may decide to give the student another similar assessment. 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 Appeal 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 on the student's file. Arrangements can then be made for this training. If the student disagrees with this decision then he/she can request a decision by the Director of Studies.
- The Director of studies [or Supervisor trainer] may decide to uphold the previous assessment decision or may request another assessment by a different assessor.

Every effort is made to resolve the dispute internally. 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.

Practical Classes Policy

Policy

CSF adheres to all WH&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.

Due to the physical nature of the practical classes certain physical standards are required. These must be met for successful application. It is strongly recommended that students with a predetermined physical illness should enrol in the Sport Development courses.

Any necessary health/medical issues of participants and coaches/instructors are to be raised and addressed prior to the commencement of physical training.

This policy will apply to all practical classes including, Martial Arts (Capoeira, Ju-Jitsu), swimming, surfing and soccer and Fitness. (CSF may add more sports later in the year).

Assessments

Students will be involved in theory and practical training to gain a qualification. Practical assessments comply with the rules of the training package. Students with approved leave from participation of practical assessment will complete a theoretical assessment provided by the trainer.

Leave

Students who are absent due to medical reasons MUST provide a medical certificate from a registered doctor. Medical certificates need to be presented to the trainer. The trainer will need to inform student services of all student leave with 24 hours.

Medical Certificates from overseas (non-English) will need to be translated into English by a certified translator.

Where illness is for an extended period of time the student must notify CSF as soon as practicable. CSF will only accept medical certificate for one term (10 weeks). If a student's medical condition is still present during the following, the student will need to present a second medical certificate which outlines the nature of the medical condition. Medical certificates will only be accepted from a GP with a provider number. CSF may verify the student's medical certificate with the doctor. The student will need to speak to the practical trainer if he/she is seeking exemption from practical classes and practical assessment.

The student will only be allowed to seek leave from participation of practical activity. He or she will still be required to attend class. The trainer will provide the student with relevant theoretical material to supplement the training.

Students must keep the original medical certificate(s) to provide to DIBP if required. CSF will maintain copies of medical certificates in the student file in RTOM.

Injury during class

If a student is injured during class (theory or practical), the trainer will apply first aid. If the injury is deemed serious by the trainer, he or she will call 000 immediately as outlined in the Critical Incident Policy.

The trainer is required to fill out the Injury Report Form located in the G drive: Google Drive\COMMON\ICC\DIRECTOR OF STUDIES\Injury Report and provide the student with the Student Injury Report form. The trainer is then required to scan and email the form to either the Director of Studies or Student Services who will upload the form to RTOM. The student is required to return or email the form to the Director of Studies or student services.

The Director of Studies will follow-up with the student and make sure they have filled out a Student Injury Report form. This follow up meeting and or telephone conversation will be logged in the student's diary in RTOM. The Director of Studies will have weekly follow-up meetings with the student (dependent on the injury). The Director of Studies will inform the trainer of the outcomes of the follow-up meetings.

Students will be exempted from participation from practical activity once a medical certificate has been presented by the student. They are still expected to attend classes.

STUDENT SUPPORT SERVICES

The College offers appropriate support services to students to ease the transition into life and study in Australia and allow access to appropriate assistance as needed. Counselling services are available to students in order to assist them with their career aspirations and any other matters concerning their study at the College. Students with issues regarding the transition into life and study in Australia should contact Student Services staff. The students' progress is reviewed regularly to ensure that they are progressing in accordance with their particular program. The College's Student Service Advisor is available for consultation in this matter by appointment (to be organised with Student Services). Students with any special medical or physical requirements should advise the Student Service Advisor. The College endeavours to assist students with special needs to ensure their comfort and convenience are optimised. Information regarding available support services is accessible to students. For the benefit of international students, the College maintains close liaison with DIBP so that applications and any queries can be attended to promptly.

PRIVACY POLICY

CSF operates in accordance with the Privacy Act (1998). Information collected on clients is only used for the purpose of delivery of our services. CSF does not disclose sensitive personal information to other third parties without permission or instruction from the client unless required by Law to do so.

CSF may need to source or verify information about clients from a third party. Wherever possible this will be done with the client's authorisation, or if not possible, CSF will inform the client when such information is collected.

CSF takes all reasonable steps to protect personal information by:

- Only providing authorised staff with access to personal information
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of firewalls and up to date virus software
- Password access to the computer systems
- Not releasing information to third parties without prior written authorisation

Under the Privacy Act, clients have the right to access personal and course progression information held about them. If the information is incorrect, they have the right to require CSF to amend the information.

To access the information and course progress clients are required to contact the Managing Director in writing requesting access. The Managing Director must verify the client's identity.

Staff must be aware of the Privacy Act 1988, and its requirements, and must at all times ensure client information remains confidential. No staff member is to release any information about clients to any third party unless prior written authorisation is obtained from the client or disclosure is required by law.

Clients may nominate third parties they wish to access their records. The Managing Director ensures a *third party access form* is completed and the details for the third party are obtained. These details will be entered into the client's

file. Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check, prior to releasing any information.

LEGISLATION

CSF is committed to complying with relevant State or Territory laws including Commonwealth or State legislation. Legislation we are subject to includes (but is not limited to):

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

Privacy Act 1988

The Privacy Act 1988 makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit:

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

Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to: www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

Anti-Discrimination Laws

Over the past 30 years the Commonwealth Government and the state and territory governments have introduced anti-discrimination law to help protect people from discrimination and harassment.

The following laws operate at a federal level and the Australian Human Rights Commission has statutory responsibilities under them:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>

Education Services for Overseas Students Act 2000

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. For more information visit:

<https://aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Australian Qualifications Framework (AQF)

A national system of qualifications encompassing all post-compulsory education. It helps learners to plan their future education, training and career pathways. For more information visit: <http://www.aqf.edu.au/>

Australian Skills Quality Authority (ASQA)

As the national regulator for the vocational education and training (VET) sector, the Australian Skills Quality Authority (ASQA) seeks to make sure that the sector's quality is maintained through the effective regulation of:

- vocational education and training providers
- accredited vocational education and training courses, and
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) providers including those delivering English Language Intensive Courses to Overseas Students (ELICOS).

GLOSSARY

AEI	Australian Education International
ASQA	Australian Skills Quality Authority
AQF	Australian Qualification Framework
C	Competent
CoE	Confirmation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DIBP	Department of Immigration and Border Protection
EEO	Equal Employment Opportunity
ESOS	Education Services for Overseas Students
GCB	Grupo Capoeira Brasil
CSF	College of Sports & Fitness
IELTS	International English Language Testing System
NYC	Not Yet Competent
WH&S	Work Health and Safety
OSHC	Overseas Student Health Cover
OSO	Overseas Students Ombudsman
PRISMS	Provider registration and International Student Management System
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SSA	Student Services Advisor
VET	Vocational Educational and Training

REFERENCES

AEI – www.aei.gov.au
ASQA – www.asqa.gov.au
AQF – www.aqf.edu.au
CRICOS – www.cricos.deewr.gov.au
DIBP – 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
Australian Sport Commission – www.ausport.gov.au
Service Skills Australia – www.serviceskills.com.au
NSW Sports Federation – www.sportnsw.com.au
Grupo Capoeira Brasil Australia – www.capoeira.com.au
Document History Version Control—Replacements and Amendments
www.legislation.nsw.gov.au