



CSF

COLLEGE OF SPORTS & FITNESS

College of Sports & Fitness
since 30/07/2007

STUDENT HANDBOOK

Contents

1. Welcome to the College of Sports and Fitness (CSF)	3
2. CODE OF PRACTICE	4
3. ENROLMENT	4
Student Selection and Entry Requirements	4
Student Orientation.....	4
4. ACCESS AND EQUITY.....	5
5. CRITICAL INCIDENTS POLICY AND PROCEDURE	5
6. WORK HEALTH AND SAFETY (WH&S)	6
7. DISCIPLINARY POLICY FOR STUDENTS	7
8. STAFF QUALIFICATIONS	9
9. FEES AND CHARGES.....	9
Payment of Fees	9
Non-Payment of fees.....	9
Refund Policy	10
10. COMPLAINTS AND APPEALS	11
Complaints.....	11
Appeals	11
External Appeals.....	11
11. DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLLMENT	12
Leave of Absence.....	12
Reporting to DEEWR/DIBP.....	12
Suspension or Cancellation of Enrolment	13
12. TRANSFER BETWEEN REGISTERED PROVIDERS	13
13. CHANGE OF COURSE.....	14
14. COMPLETION WITHIN THE EXPECTED DURATION OF STUDY	15
15. RECOGNITION OF PRIOR LEARNING (RPL) AND.....	15
RECOGNISED CURRENT COMPETENCIES (RCC)	15
16. INTERVENTION AND ACADEMIC PERFORMANCE.....	16
Monitoring Course Progress.....	16
17. CERTIFICATES AND STATEMENTS OF ATTAINMENT	17

18. TRAINING ENVIRONMENT AND DELIVERY.....	18
Structure of the Courses.....	18
Timetable.....	19
19. ASSESSMENT PROCEDURES.....	19
Cheating and Plagiarism	19
Extensions for Late Submission	19
Assignment Layout	20
Assignment Referencing.....	20
Disputes about Assessments	22
20. STUDENT SUPPORT SERVICES.....	22
21. PRIVACY POLICY	22
22. LEGISLATION	24
23. GLOSSARY	25
24. REFERENCES.....	26

1. 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

Fax: (+61) 2 9267 4769

Email: info@csf.edu.au

Website: www.csf.edu.au

Facebook: www.facebook.com/csfcrew

2. 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.

3. 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 received a Student Handbook.

4. 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.

5. CRITICAL INCIDENTS POLICY AND PROCEDURE

A critical incident is an event that is out of the ordinary and is perceived by an individual as threatening and traumatic. Critical incidents involve harm, damage or threat of harm or damage to CSF staff, clients and property. All critical incidents are to be reported to the manager/trainer/student services Director and the appropriate authorities if required.

This policy recognises the importance of the health, safety and well-being of students, staff and the public. A standard system of reporting critical incidents will enhance quality service provision and minimise the risk of harm to clients, staff and the public. Students and staff are required to notify any critical incident involving an international student immediately to the Director, Student Services or Trainer who will consider the details and severity of the incident and

determine what action needs to be taken. If the incident is not severe and can be resolved with resources available Director, Student Services or Trainer will initiate the action to ensure the appropriate level of support is provided.

Critical incidents can include:

- Fire
- Major break-ins
- Major accidents or illness involving staff or clients
- A death in the service 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

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.

6. 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 practise 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.

7. 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 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

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.

8. 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).

9. FEES AND CHARGES

Payment of Fees

All fees payable by students are clearly stated in the Letter of Offer. **There are no additional fees to those stated, nor are there any hidden fees associated with the programs.** When applying for a place in a CSF course, there is a non-refundable enrolment fee 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".

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 honoured by the college for those courses stated on the letter.

Other payable fees that may incur include the replacement of student ID (\$15.00) and the reissue of CoE due to change of course (\$20.00).

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, 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*. 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, enrolment and materials fees.
- If a student completes the course early or fast-tracks (does not apply to CRICOS students), the full course fee and material fees must be paid before course finish date.

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.

Material Fees

No refunds will be given for printed or electronic materials that are considered to be used. Materials will be considered “used” when:

- The client has accepted the materials and begun their training

- The client has signed their acceptance of the materials

10. 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.
- Submit the form to Student Services.
- 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.
- 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 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.
- Submit the form to Student Services.
- 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 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.

11. 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* 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.

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-reenrolling, 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 DEEWR/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 enroll in another CRICOS registered course or depart Australia immediately, unless given authorisation 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.

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 implication. The student must complete the *Application for Release or Cessation of Studies* form 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. 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".

12. 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.

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.

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 demonstrates 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 3 terms (9 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

CSF will **not knowingly** enroll 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 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 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/she has the right to appeal this decision according to CSF's Complaints and Appeals policy

13. CHANGE OF COURSE

Students wishing to change their course must complete the Application to change course form. Change the 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>

14. 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. 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.

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.

15. RECOGNITION OF PRIOR LEARNING (RPL) AND RECOGNISED CURRENT COMPETENCIES (RCC)

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 or RCC. 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>

16. INTERVENTION AND ACADEMIC PERFORMANCE

Monitoring Course Progress

CSF will monitor, record and assess a student's academic progress at the end point of each study period for the relevant Term. CSF will identify all students either:

1. At risk of making Unsatisfactory Progress (failure in at least one unit), and therefore an Intervention Strategy will be implemented (refer "Intervention Strategy" section below); or
2. Those who have made Unsatisfactory Progress, and therefore an Intervention Strategy will be implemented; or
3. Potential termination, and therefore notify the Student in writing of the college's intention to report the student to Department of Immigration and Citizen (DIAC) through PRISMS and the appeal options available.

CSF is required to report to DIAC via an appropriate course variation in PRISMS any student who fails to maintain satisfactory academic progress.

Even though the College of Sports & Fitness does not report students to DIAC regarding attendance students are still required to maintain an 80% minimum attendance to academically progress within the course of study. Especially as some of CSF assessments are based on observation of their practical work/preparation for work placement within the industry.

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.

CSF will monitor, record and assess a student's academic progress during and at the end point of each academic period, an academic period is defined as one term. CSF will identify all students as either:

1. At risk of making unsatisfactory progress during term (failing more than 50% of current course) students trainer will verbally warn student of being placed on intervention and/or failing qualification. (1st Stage)
2. At the end of first academic period students who continue to make unsatisfactory course progress will be placed on intervention. The student will be notified of this via warning letter outlining details of the college intervention program. (2nd Stage)

3. At the end of second academic period students who still continue to make unsatisfactory progress: The final warning letter is issued stating that improvement strategies have not been followed, and that CSF will report student to DIAC 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 20 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 DIBP. 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 20 days will be extended accordingly (Intention to report ITR)

1st intervention stage attracts a fee of \$150.00 for the administration costs of setting an improvement plan for the student to complete their qualification successfully and in time. 2nd intervention stage will incur a fee of \$250.00. To appeal a decision of Intention to Report (ITR) to DIAC, the student will be charged \$50.00.

Even though the College of Sports & Fitness does not report students to DIAC regarding attendance students are still required to maintain an 80% minimum attendance to academically progress within the course of study. Especially as some of CSF assessments are based on observation of their practical work/preparation for work placement within the industry.

17. 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 or Acting Director of Studies can issue or reissue Certificates, Statement of Attainment and or Academic Transcript.

18. 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. Where CSF proposes to hire additional training venues they must comply with all ASQA's, WH&S and other legislation training requirements.

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 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.

CSF course courses are a 'packaged' 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.

- SIS20512 Certificate II in Sport Coaching (3 month)
- SIS30712 Certificate III in Sport Coaching (6 month)
- SIS40512 Certificate IV in Sport Coaching (9month)
- SIS50512 Diploma of Sport Coaching (18 month)

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
- SIS50612 Diploma of Sport Development

Timetable

Course timetables are set according to the selected course. All students are informed of their study period / 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 student's responsibility to enroll into a timetable. If a student does not enroll by the published deadline they will be charged a late enrolment fee of \$250.

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.

Study period

Study period represents morning or evening classes. Students must select their preferred study period before the commencement of each term. Not every study period is available for every qualification. If elected study period 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 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.

19. ASSESSMENT PROCEDURES

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 CSF student management system and hard copy and retained 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.

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 Service Advisor and recorded on the students 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 \$50.00 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 Times New Roman

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 tile 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

Sadler, 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 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: 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.
- 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. 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, acting director of studies or Supervisor trainer
- 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.

20. 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 the Student Service Advisor Officer. 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.

21. PRIVACY POLICY

CSF complies with the Privacy Act 2001. 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 2001, 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.

22. 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 Act 1991

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by QTS Education Solutions, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:

http://www.legislation.nsw.gov.au/Acts_SLs/Acts_SL_A.htm

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>

Commission for Children and Young People and Child Guardian Act 2000

The object of the Commission for Children and Young People and Child Guardian Act 2000 is to establish the Commission for Children and Young People and Child Guardian and to promote and protect the rights, interests and well-being of children.

These various acts are accessible on the Internet at www.legislation.nsw.gov.au or at the Australian Legal Information Institute web site www.austlii.edu.au. Staff and clients should keep aware of the above requirements through such means as orientation, staff and client meetings, handbooks, bulletin and notice boards.

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 Quality Training Framework (AQTF)

The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system. For more information visit: http://www.nssc.natese.gov.au/nqc_archive/aqtf

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/>

23. GLOSSARY

AEI	Australian Education International
ASQA	Australian Skills Quality Authority
AQF	Australian Qualification Framework
AQTF	Australian Qualification Training Framework 2010
C	Competent
CoE	Confirmation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DEEWR	Department of Education Science and Training
DIAC	Department of Immigration and Citizenship
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
RCC	Recognition of Current Competency
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SSA	Student Service Advisor
VET	Vocational Educational and Training

24. 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
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