



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 is fully qualified and has 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

Sydney CBD Campus

**College of Sports and Fitness
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DARLINGHURST NSW 2010**

Manly Campus

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NORTH MANLY NSW 2095**

CRICOS provider number: 03057C

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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 for more information.

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

More information on living in Australia is also available on the CSF website (www.csf.edu.au).

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 practical sports 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 three 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 Services
- 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)

COMMUNICATION

All communication/correspondence with students will be via student CSF Emails. This includes (but not limited to):

- Academic warning letters
- Intention to report
- Reminder emails
- Outcome of appeals
- Outcome of student requests

It is the student's responsibility to check their CSF emails on a regular basis.

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 by relevant staff member(s). The Camps Manager will be responsible for all incident follow up communication.

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. The Camps Manager will be responsible for all incident follow up communication.

Ongoing Support and Follow up

Overall coordination of support and follow up will remain the responsibility of the Campus Manager. Regular updates will be provided to the Managing Director and other Key staff members of progress.

The Campus Manager will:

- Establish a clear understanding of the known facts before any contact occurs with next of kin/family, including confirming the student's identity and determining whether a third party may be involved (for example, a sponsored student);
- Arrange to inform relevant staff and student;
- Provide guidance to staff about what information to give students and other staff;
- Identify students and staff most closely involved and there most at risk
- Plan an immediate response in consultation with relevant others;
- Arrange counselling and/or other support for the student(s) and/or staff involved in the critical incident.
- Plan ongoing strategies in consultation with relevant others
- Follow up with external agencies, if appropriate;
- Provide regular updates to the Managing Director;
- Document the incident and the action taken on file.

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 is 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
- Appropriate qualifications and or experience within any of the practical subjects delivered by CSF.
- 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.

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/campus: \$20

Change of timetable fee: \$250

Late enrolment fee: \$250

Late payment of fees: \$100 (2 weeks after due date), \$150 (3 weeks after due date), \$200 (4w weeks after due date)

Reassessment fee: \$150 (no fee if student provided medical certificate and/or was deemed Not Yet Satisfactory in the first attempt)

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

Replacement of Certificate fee: \$55

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 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

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

Prior to commencement

Where a visa application is refused before commencement of the course, the amount of the refund payable by the College is the sum of both tuition and non-tuition fees received by the College in respect of the student (the course fees), less a small amount to account for administrative costs that the College may have incurred in enrolling the student and undertaking other activities in preparation for providing the course to the student.

The small amount of course fees that the College will retain on account of administrative costs is either:

5% of the amount of course fees received;
or
-\$500; whichever is less

After commencement

Where a visa application is refused after commencement of the course, the amount of refund is calculated as follows:

<i>Refund amount = weekly tuition fee x weeks in default period¹</i>

In both circumstances, the student must show proof of refusal and evidence of payment to the College.

However, the College is not required to provide a refund if the visa was refused for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default:

- student's failure to start the course on the agreed starting day;
- the student's withdrawal from the course;
- the student's failure to pay an amount that he or she was liable to pay the College in order to undertake the course.

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, 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.

¹ This calculation method also applies to refunds of fees in the following circumstances: Provider default (s46A and 46D of the ESOS Act); and Student default where the provider has not entered into a written agreement with the student that meets the requirements of (s47B and 47E(1)(b)(i) of the ESOS Act).

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.

CSF holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the CSF is unable to provide services for which the learner has prepaid, must ensure:

- the learner will be placed into an equivalent course such that:
 - the new location is geographically close to where the learner had been enrolled, and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner or
- if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

4. COE Cancellation

Prior to commencement of term

If a student's COE is cancelled by CSF due to unsatisfactory course progress before the term commences, the student is entitled to received 100% refund of any pre-paid tuition fees.

After term commencement

If a student's COE is cancelled by CSF due to unsatisfactory course progress after the term commences, the student is not entitled to a refund of any paid tuition fees for that term.

If a student's COE is cancelled by CSF due to non-commencement, the student is not entitled to a refund of any paid tuition fees for that term.

Procedure

Students will need to complete the Refund application form available on the CSF website and either email it to info@csf.edu.au or hand it in to Student Services. The application form must be accompanied by all supporting documents.

Student Services will process the refund application form and seek approval from the Chief Executive officer for all refunds. The student will receive an email from Student Services with an outcome.

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 Managing Director and/or Campus Manager 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 Managing Director and/or Campus Manager 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.
- Medical Certificates from overseas (non-English) will need to be translated into English by a certified translator.

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.

Deferring a term

Students who would like to defer their studies must first speak to Student Services staff. An application to defer must be submitted and will need to be approved. Prior to applying to defer their program, students must ensure that they have paid any outstanding fees. Students are required to pay tuition fees for the deferred term. The fees will then be transferred to the term for when the student returns.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances including serious illness, death in the family or for some other reason such as misbehavior by the student.

Students will be required to provide evidence of the compassionate or compelling circumstances.

All deferment application must be made prior to term commencements. In the event of unexpected circumstances and based on compelling and compassionate reasons, students may apply for term deferment up until week 2 of the term to be deferred. All other applications after the end of Week 2 will be considered as leave of absence from current term. Each case will be reviewed in accordance to supporting documentation provided.

Reporting to DEPARTMENT OF HOME AFFAIRS

CSF is required to report to DEPARTMENT OF HOME AFFAIRS 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 DEPARTMENT OF HOME AFFAIRS. A student who finishes their course early must either enrol in another CRICOS registered course or depart Australia immediately, unless given authorization by DEPARTMENT OF HOME AFFAIRS to remain in Australia.

CSF may report a student for other grounds including but not limited to, misbehavior, 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 DEPARTMENT OF HOME AFFAIRS a new CoE; or
- Provide DEPARTMENT OF HOME AFFAIRS with evidence the student has lodged an external appeal with the OSO.

Failure to start course (Non-commencement)

Students who are unable to arrive and start their course on time as agreed, or no later than five days of the agreed start date, will have to apply to CSF to defer their studies. Students are required to actively advise the college each term of their enrolment by choosing a timetable via the student management system.

CSF is required to report to DEPARTMENT OF HOME AFFAIRS a student who has been granted deferment. DEPARTMENT OF HOME AFFAIRS will make a determination regarding the student's visa (CSF has no control in this matter). A student returning from deferment 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 DEPARTMENT OF HOME AFFAIRS 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 DEPARTMENT OF HOME AFFAIRS.

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 and/or actively enrolls into a timetable each term
- Student don't pay their tuition fees

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. All outstanding tuition fees must be paid in full before the cessation of studies can be processed and approved.

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 (Release)

Under the Education Services for Overseas Students (ESOS) ACT 2000 and the requirements of standard 7 of the National Code of Practice 2018, 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 (DEPARTMENT OF HOME AFFAIRS) 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 for two years after the student ceases to be an accepted student.

PRISMS

Transfer request outcomes must be recorded in PRISMS. Students will be advised in an email of the outcome of their transfer request.

If CSF intends to refuse a release, it must not finalise the student's refusal in RRISMS until:

- any appeal against the refusal is lodged by the student and finalised and upholds CSF's decision not to release the student; or
- the student did not access CSF's complaints and appeals processes within 20 working days of being notified of the refusal; or
- the student withdraws their appeal against the refusal.

Current international students are required to apply for a release letter from CSF if they wish to discontinue before completing six months of their course. ***Students wishing to transfer to another provider must give one term's notice.***

Circumstances in which CSF may 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 made academic progress and given 1 term's notice and paid outstanding fees

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

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/CAMPUS

Students wishing to change their course and/or campus must complete the Application to change course/campus form (available from Student Services or CSF website). 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 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 DEPARTMENT OF HOME AFFAIRS 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 DEPARTMENT OF HOME AFFAIRS

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, 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 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 10 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 the National Code. A compulsory study period does not include periods in which the student can elect to undertake additional studies.

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 VET Coordinator 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.

COURSE CREDIT

Purpose

The purpose of this policy is to ensure College of Sports & Fitness (CSF) appropriately recognises course credit applied for, by students and has a process for the granting and recording of course credit in accordance with Standard 2 of the National Code 2018.

It also ensures CSF has a way of providing a record of the course credit to the student and ensures it is signed or otherwise accepted by the student and placed on the student's file.

Definitions:

Course credit is defined as 'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.'

Policy

Under this policy, CSF will provide applicants with the opportunity to apply for credit prior to Application for Enrolment, or during the initial part of the course. (i.e. First 2 weeks in the First Term of each course)

CSF will recognise AQF and VET qualifications and VET statements of attainment issued by any other RTO.

CSF will grant credit to applicants that meet the respective criteria and provide them with the result of the assessment and feedback.

Students who have completed a qualification or units of competencies of a qualification within the Australian Qualifications Framework may apply under this process to have them recognised for credit.

If CSF grants the student course credit which leads to a shortening of the student's course, it will:

- a. if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or;
- b. if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act.

Procedure

1. The following procedure is available for students applying for course credit prior to enrolment.
 - A Course Credit Application is made by the student prior to enrolment or during the initial part of the course (first 2 weeks) by filling out the course credit application form which is available on the CSF website.
 - The applicant submits the associated evidence clearly marking what credit is being applied for.
 - Application form and evidence need to be emailed to: info@csf.edu.au along with the applicants enrolment form.

The evidence provided must include: Photocopies or scanned images of the original certificate and transcripts certified by a JP to be a true copy of the original certificates.

2. The following procedure is available for students applying for course credit during their first term of study.
 - Course Credit application is made by the student by filling out the course credit application form which is available on the CSF website.
 - The student submits the associated evidence clearly marking what credit is being applied for.

- All applications will be processed within 5 working days.

If credit is granted, tuition fees to the value of that unit, and to a maximum of 25% of the course, will be deducted from the total course cost. Further exemptions may be granted at the discretion of the VET Coordinator but the maximum fee reduction remains at 25% of the course cost.

Students should be made aware that incomplete applications may result in a rejection and / or delay in the processing of the application.

The result of the course credit process will result:

- In credit transfer (CT) granted, being shown on the student's academic transcript and result history.
- In credit transfer (CT) rejected, being recorded on the student's file and communicated to students with the reasons for refusal

PRISMS Notification

Any course credit offered by CSF which leads to a shortening of the student's course must be reported on PRISMS;

- If the course credit is granted before the student visa grant, CSF will indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course.
- If the course credit is granted after the student visa grant, CSF will report the change of course duration via PRISMS within 14 days under section 19 ESOS Act.

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

Students who are enrolling to complete a qualification and wish to be credited for an individual unit of competency/competencies or a part of a qualification may apply for RPL at the beginning of a course (current students must apply within the first two weeks of their first term). Please refer the RPL policy on the CSF website for further information on application and fees.

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 DEPARTMENT OF HOME AFFAIRS 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 PROGRESS

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 8 of the National Code 2018.

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 Department of Education 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 8
- 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 DEPARTMENT OF HOME AFFAIRS 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 for any reassessments the student needs to complete.

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 DEPARTMENT OF HOME AFFAIRS for unsatisfactory progress. The second intervention stage will be activated. A Fee of \$400 applies for any reassessments the student needs to complete.

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 complaints and appeals process under Standard 10 of the National Code 2018 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.
- 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. (A re-assessment fee may apply).

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 Department of Education 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 VET Coordinator 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 VET Coordinator 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 have the opportunity to speak to their trainer and make arrangements to complete assessment tasks based on compelling and compassionate reasons. This will need to be pre-approved by the VET Coordinator with supporting documents.
2. Students who don't attempt an assessment or fail an assessment during the term will have the opportunity to be reassessed post the study period. A fee of \$150 applies.
3. If the student receives a Satisfactory result during Re-assessment post the study period, he/she is deemed Competent in that unit.

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 via their student CSF email.
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. Compelling and/or compelling reasons can also warrant a successful appeal with supporting documents. An Intervention fee may apply.
4. If the appeal is unsuccessful, the student is notified and placed on Intervention Stage 1. A fee of \$250 applies for re-assessments the student needs to complete.
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.
6. If the student doesn't appeal, they will be notified that they're now on Intervention state 1 and a \$250 fee applies for re-assessments the student needs to complete.

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 via their student CSF email.
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).

6. If the external appeal is successful, no reporting action is required. The student is placed on Intervention Stage 2 and is required to complete all outstanding assessment task(s). A \$400 fee applies for re-assessments the student needs to complete.
7. If the external appeal is unsuccessful, the student is reported to Department of Immigration and Border Protection (DEPARTMENT OF HOME AFFAIRS). The student's enrolment is cancelled.
8. If the student doesn't access either the internal or external appeals, they will be reported to DEPARTMENT OF HOME AFFAIRS and their enrolment is cancelled.

Procedure for reporting students for unsatisfactory progress by notifying Department of Home Affairs 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 VET Coordinator 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 VET Coordinator 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, DEPARTMENT OF HOME AFFAIRS may cancel the student's visa. DEPARTMENT OF HOME AFFAIRS 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 the Department of Education.

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 Department of Education-DEPARTMENT OF HOME AFFAIRS course progress

In the event CSF chooses to move away from the Department of Education-DEPARTMENT OF HOME AFFAIRS Course Progress Policy the following should be followed.

1. When CSF no longer wishes to follow the Department of Education-DEPARTMENT OF HOME AFFAIRS 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 Department of Education-DEPARTMENT OF HOME AFFAIRS 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.

Booking Intervention Meetings

Students will receive a letter of informing them that they will be placed in Intervention. The letter will outline the procedures the student needs to take in order to be on Intervention. The student will need to contact student services/reception via email or in person to book an appointment with an Academic Supervisor for an Intervention meeting. The meetings will be 15 minutes long.

If the student cancels the initial meeting (with a compelling or compassionate reason) and needs to reschedule, they will need to see student services/reception to organise another Intervention Meeting. If the Academic Supervisor needs to reschedule the meeting with the student, it is their responsibility to organise with the student an alternate date for the Intervention Meeting

The student is not to contact student services if they receive an email in regards to missing assessments throughout the term. They are to contact their current trainer.

The Intervention Meeting

The student will need to arrive to the meeting on time.

The student will need to provide evidence to the Academic Supervisor as to why they have not shown academic progress. The trainer will need to record what factors contributed to the student's lack of academic progress on the Intervention Record.

The Academic Supervisor may discuss the following strategies with the student (but not limited to):

- Academic skills support (enrol the student in a mid-term program class)
- Additional tutoring (to be organised externally)
- Increased monitoring (through the trainers)
- Follow-up meetings with the academic supervisors
- Personal counselling (referral to external counselling)
- Placement in a more appropriate class
- Reduction in course load
- Completion of assessments (Reassessment fees may apply)

The Intervention Record is to be filled out by the Academic supervisor and signed by both parties (Academic Supervisor and student). The Academic Supervisor will then scan and upload the Intervention Record to the student's diary in RTOM

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 itemized 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 VET Coordinator 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 Building 5, 33 Scenic Drive North Head, Manly. 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 27 months unless Recognition of Prior Learning (RPL) has been demonstrated.

- 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)



FITNESS

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

- SIS30315 Certificate III in Fitness (9 months)
- SIS40215 Certificate IV in Fitness (9 months)

LEADERSHIP AND MANAGEMENT

Course duration of the complete package is 24 months unless Recognition of Prior Learning (RPL) has been demonstrated.

- BSB51918 Diploma of Leadership and Management (12 months)
- BSB61015 Advanced Diploma of Leadership and Management (12 months)

MARKETING AND COMMUNICATION

Course duration of this course is 12 months unless Recognition of Prior Learning (RPL) has been demonstrated.

- BSB42415 Certificate IV in Marketing and Communication

YOGA

Course duration of this course is 12 months unless Recognition of Prior Learning (RPL) has been demonstrated.

- 52792WA Advanced Diploma of Holistic Classical Yoga Practices

Please refer to the CSF course brochures on the CSF website for more information on all courses, entry requirements and pre-requisites.

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 same amount of hours as their timetable per week on self-directed studies – This can be in the form of revision, assessment preparation, research and reassessment.

ASSESSMENT PROCEDURES

Purpose

This policy outlines how the College of Sports & Fitness (CSF) will meet the requirements of assessments as outlined in the Standards for RTOs 2015.

Policy

CSF is committed to implementing valid, reliable, fair and flexible assessment processes that comply with the Standards for RTOs 2015.

Principles of Assessment

Principles of Assessment are required to ensure quality outcomes. They are defined in the Standards for Registered Training Organisations (RTOs) 2015 as being fair, flexible, valid and reliable as below:

- 1. Fair:** Fairness requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that needs to be applied to take account of these needs and characteristics. It requires clear communication between the assessor and the student to ensure that the student is fully informed about the assessment; understands what the assessment requires; is able to participate in the assessment process; and agrees that the process is appropriate. It also includes an opportunity for the student being assessed to challenge the result of the assessment and be reassessed if necessary.
- 2. Flexible:** To be flexible assessments should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; and draw on a range of appropriate assessment methods for the student, unit of competency and it's assessment requirements.
- 3. Valid:** Assessments are considered valid when a student's evidence is assessed against the broad range of skills and knowledge that are essential to competent performance, and any other associated assessment requirements of a specific unit of competency. Assessing must also include evidence that a student could demonstrate these skills and knowledge in other similar circumstances and skills and knowledge can be practically applied.
- 4. Reliable:** Reliability is when the assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment item.

Rules of Evidence

Rules of evidence are closely related to the Principles of Assessment and are also defined in the Standards. The rules provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current.

- 1. Valid:** see Principles of assessment.
- 2. Sufficient:** Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

3. Authentic: To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the students own work.

4. Current: Currency relates to the age of the evidence presented by students to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be from either the present or the very recent past.

Note: Each assessment component is recorded as either Satisfactory (S) or Not Yet Satisfactory (NYS). A student can only achieve competence in a unit when all assessment components are deemed Satisfactory.

Results

The recognized training and assessment approach in the VET sector is competency-based. This means there is an emphasis on what a person can do in the workplace as a result of completing a course of training. The following table identifies the results awarded for VET students at CSF:

Satisfactory	S	Awarded to a student who has demonstrated that they are competent to the specified standard against each of the elements being assessed.
Not Yet Satisfactory	NYS	Awarded to a student who has failed to demonstrate that they are competent to the specified standard against each of the elements being assessed
Competent	C	Awarded to a student who has achieved all of the elements specified for a unit of competency to the specified standard.
Not Yet Competent	NYC	Awarded to a student who has failed to achieve all of the elements specified for that unit of competency to the specified standard.
Withdrawn	W	Relates to when a student withdraws from a unit of competency/unit of study before the census date.
Credit Transfer	CT	Relates to the credit received by a student for a unit of competency through recognition of their formal learning.
Recognition of Prior Learning	RPL	Relates to the credit received by a student for a unit of competency through recognition of their informal learning.

Qualified Assessors

CSF ensures that its assessors meet the requirements of the Standards and therefore demonstrate:

- that they hold the relevant Training and Education (TAE)
- that they hold relevant vocational competencies at least to the level being delivered and assessed
- industry currency directly relevant to the training/assessment being undertaken;
- continuous development of their VET knowledge and skills as well as their industry currency and competence as an assessor.

Criteria for assessment

The criteria for assessment must be given to students at the beginning of term in writing, including an explanation of how these criteria will be applied. Assessments and Assessment Schedules will also be available to students on Moodle at the beginning of each term.

- The Assessment Schedule will outline the units being assessed and the due dates.
- Students will be assessed during class times in Week 4 and Week 8. Please refer to the Assessment Schedules for further details.
- Students have the opportunity to get reassessed throughout the term during their scheduled tutorial time. It's the student's responsibility to advise their trainer if they wish to be re-assessed in Tutorial.
- Any student who has not made satisfactory progress during the term in any assessment(s) will be notified in writing at the end of the term.

Timing of assessment and feedback

All trainers must provide appropriate feedback as promptly as possible on all assessments. Trainers must also be available for consultation with students after the return of marked assessment tasks.

Feedback can be provided in a variety of ways:

- Model answers to questions
- Verbal comments in individuals and/or a class
- Comments via email and/or online forums
- Comments on presentations and participation in class discussions
- Preliminary discussion about an assessment task

Submission and backup

All assessments must be submitted by the due date specified in the Unit Guide. All assessments must be submitted via Moodle. No email copies from students will be accepted. It's the student's responsibility to advise their trainer if they wish to be re-assessed in Tutorial. Refer to 'Extension for late submission' for details on how to apply for an extension. It is the responsibility of the student to keep a backup copy of the submitted assessments. Students may wish to upload their assessment in moodle at anytime throughout the term. Students need to notify their trainer via email in advance of early submissions.

All assessment submissions will need to be made on moodle by the due dates.

Reassessment

If the student is unable to make the assessment due dates (Week 4 or Week 8) 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 during the study period. If the student did not achieve 50% or more in their first attempt of the assessment, they will need to redo the assessment post the study period. There will be a fee of \$150.00 to redo the assessment post the study period.

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 Satisfactory (NYS).

Extension 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 Satisfactory' (NYS).

Student must apply for an extension before the due date with their trainer. The student must have compelling and/or compassionate reasons and/or medical certificates.

Students, who require an extension of more than 1 term, shall make an application for special consideration to the VET Coordinator in writing.

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

- a. An illness for one day
- b. Other assessments due the same day
- c. Work pressures
- d. Travel arrangements which conflict with the due date
- e. Failure of computer software/hardware

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.

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 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. (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 VET Coordinator.
- The VET Coordinator [or Academic Supervisor] 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 or the Leadership and Management 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, soccer, Yoga, Pilates 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 from practical class 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 within 24hours.
- 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 term, the student will need to present a second medical certificate which outlines the natures 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 DEPARTMENT OF HOME AFFAIRS 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.

Responsibilities of the Trainer

1. 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 **on the day of the injury.**
2. The trainer is then required to scan and email the form to either the VET Coordinator or Student Services who will upload the form to RTOM.

Responsibilities of the Student

1. The student is required to return or email the form to the VET Coordinator or student services.
2. The student is also required to provide any medical certificates attained after the injury and present the certificates to Student Services.
3. 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.

Responsibilities of the VET Coordinator

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

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. 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 DEPARTMENT OF HOME AFFAIRS so that applications and any queries can be attended to promptly.

Student Support services staff will be the point-of-contact, enabling student access to support throughout all business operating hours.

CSF Support Staff:

Darlinghurst Campus Manly Campus	Student Services Advisors VET Coordinator Academic Supervisors
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Important numbers and contact details

Organisation	Address	Phone number	Website
DEPARTMENT OF HOME AFFAIRS - Department of Immigration and Border	Ground Floor 26 Lee Street Sydney, NSW 2000	131 881	www.immi.gov.au

Protection			
BUPA	Level 19, 201 Kent street Sydney, NSW, 2000 Australia	1800 888 942	www.bupa.com.au
ATO – Australian Tax Office	2 Lang St, Sydney NSW 2000	132 861	www.ato.gov.au

Important numbers

Emergency Numbers: Ambulance/Fire/Police	000
Legal Aid	1300 888 529
Fair Work Ombudsman	13 13 94
St Vincent’s Hospital	02 8382 1111
Manly Hospital	02 9976 9611
Counselling Services	
Associated Counsellors & Psychologists Sydney	02 8094 1790
Lifeline Sydney	13 11 14
Beyond Blue	1300 22 4636
CAN Mental Health Phone Connections	1300 135 846
Gambling Help Online	1800 858 858

Please see student services staff for more information.

PRIVACY POLICY

CSF operates in accordance with the Privacy Act (1998). Information collected on clients is only used for the purpose of delivery or 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.apf.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 Intuition and Courses for Overseas Students
DEPARTMENT OF HOME AFFAIRS	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
 DEPARTMENT OF HOME AFFAIRS – 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