



Student Handbook

2017

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Welcome from the Senior Manager & General Manager of the PGA International Golf Institute

Dear Student

On behalf of all our staff, welcome to the PGA International Golf Institute (PGA IGI). Well regarded internationally, the PGA IGI has established new standards of excellence in education and we are proud to be associated with the PGA of Australia, Griffith University and the International College of Management, Sydney. We trust you will enjoy being a part of our team and we will endeavour to make your experience with us enjoyable and valuable to your future career.

This handbook will be your guide throughout the duration of your study. We understand that new study and training experiences can be daunting so we have compiled a list of important areas that will be particularly relevant to you – especially as a new student. Domestic, international and distance students will find some areas of this handbook more relevant than others; however, please use the Table of Contents to help you find the information you need. The PGA IGI website also has up to date information, such as student services, policies and procedures and we encourage you to take the time to familiarise yourself with important information and current links found there. If there is any information you require that is not addressed in this handbook or on our website, please contact our office to discuss your needs with any of our staff.

We believe our students are part of the IGI team and we take a team approach in assisting you in your study. This means we prefer to be actively involved in your golf and academic progress throughout the duration of your program.

As a student, you will encounter high quality services that will help you in reaching your career goals and aspirations. By the end of your course of study, we want you to be well informed of your career opportunities and direction. PGA IGI staff members are always willing to help, so feel free to drop into our office whenever the opportunity arises.

Welcome to the IGI family!

Christine Straw
Senior Manager
PGA International Golf Institute

2. PGA IGI Overview

2.1 About the PGA IGI

The PGA International Golf Institute (PGA IGI) is a centre of excellence for training and education across the wide range of local and interstate locations that comprise the golf industry. Our head office is located at our Queensland campus on the Gold Coast. Offering education for domestic, distance and international students, the PGA IGI programs are designed to provide a variety of career pathways, alternatives and articulations spanning a wide range of programs from industry, vocational or university sectors, to ensure that there are clear outcomes regardless of the path students choose to follow.

The PGA IGI is a Proprietary Limited (Pty Ltd) for profit private company. The PGA IGI was incorporated in May 2005 and is assisted in its operations by the PGA of Australia, Griffith University, the PGA IGI Education Advisory Panel, partners and sponsors.

2.2 Mission Statement

The PGA International Golf Institute is committed to the continued development of the sport of golf and its interrelated industries, nationally and internationally, through a co-ordinated and collaborative program of education, awareness, training, research and consultancy.

The PGA IGI is a smart strategy for those seeking a career in the industry or for those already in the industry who are seeking to improve their skills and capabilities.

2.3 Vision Statement

To establish a world class and world recognised Centre of Excellence in Golf Studies that meets the growing demands of a global golf industry.

The PGA IGI is a golf education and research based institution with its foundations underpinned by proven rigorous academic standards as well as excellence in golf proficiency.

The outcomes are the requisite skills, experience and practical training in golf education required to manage, or to assist in the management of, all golf course management and operational duties. Our pathway model encompasses pathways through to post graduate and industry specific training with students being able to exit at any point along the way with industry recognised and portable credentials.

2.4 RTO Details

The PGA IGI offers nationally recognised golf industry qualifications that comprise vocational training certificates through to advanced diploma level.

The PGA IGI is a Registered Training Organisation (RTO Provider Number 31270) and a provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Provider Number 02754G). The PGA IGI meets the Standards for Registered Training Organisations (RTOs) 2015 as they are described in the VET Quality Framework, as well as the required standards for CRICOS providers as per state and Commonwealth Government legislative requirements.

In order to become registered and remain as a Registered Training Organisation, the PGA IGI must comply with VET Quality Framework standards. In being a Registered Training Organisation, the PGA IGI is recognised as a provider of quality-assured and nationally recognised training and qualifications.

2.5 The Role of the PGA IGI 'Education Advisory Panel'

The purpose of the Education Advisory Panel is to provide strategic oversight and direction to the academic operations of the PGA IGI.

The Education Advisory Panel undertakes the following, and is responsible for:

- Input into Training and Assessment Strategies for all VET courses on the PGA IGI's Scope of Registration.
- Input into PGA IGI resource design and adaptation.
- Monitor and review of assessment plans, instruments, processes and procedures to ensure ongoing validity.
- Review of program structure, including Course Evaluation Reports and in the case of non-VET courses, contributions of subjects to a program.
- Determining the outcome of student applications for special consideration and deferred assessment.
- Monitoring the outcome of assessment processes, identifying subjects in which the outcomes are unsatisfactory and providing advice to the Subject Convenors and Senior Manager / General Manager on actions to improve assessment outcomes.
- Managing and facilitating all appeals and formal complaints presented to the PGA IGI.

The Education Advisory Panel is made up of PGA IGI subject specialists, Griffith University academic representatives, at least one PGA accredited golf professional and at least one other industry representative. While numerous specialists will comprise the Education Advisory Panel, smaller sub-committee groups will be used in reviewing subjects/units. Specialists who constitute the various sub-committees will be chosen according to subject/unit area. The Senior Manager / General Manager is the Chair of the Panel.

2.6 The Role of the PGA IGI 'Golf Advisory Panel'

The purpose of the Golf Advisory Panel is to provide strategic oversight and direction to the golf program of the PGA IGI.

The Golf Advisory Panel undertakes the following, and is responsible for:

- Input into Training and Assessment Strategies for all VET courses on the PGA IGI's Scope of Registration.
- Input into PGA IGI resource design and adaptation.
- Monitoring and reviewing assessment plans, instruments, processes and procedures to ensure ongoing validity.
- Reviewing program structure and incorporating technological and theoretical changes in the golf instruction.
- Reviewing of learning outcomes of students and devising solutions for any changes required.
- Monitoring the outcome of assessment processes, identifying subjects in which the outcomes are unsatisfactory and providing advice to the Subject Convenors and Senior Manager / General Manager on actions to improve assessment outcomes.
- Manages and facilitates all appeals and formal complaints presented to the PGA IGI.

The Golf Advisory Panel is made up of PGA IGI golf specialists, who are PGA Professionals, experts from Griffith University in the area of Golf Physiotherapy and industry experts in Mental Skills. While numerous specialists will comprise the Golf Advisory Panel, smaller sub-committee groups will be used in reviewing subjects/units. Specialists who constitute the various sub-committees will be chosen according to subject/unit area. The Senior Manager / General Manager is the Chair of the Panel.

2.7 Our Code of Ethics

The PGA IGI is bound by the requirements of the ESOS Act 2000 in all of its operations and interactions with international students as depicted in the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (the National Code 2007) and Education (Overseas students) Regulation 1998.

The PGA IGI is committed to compliance with the VET Quality Framework Standards for Registered Training Organisations (RTOs) 2015 for all students. We will: Provide quality training and assessment across all RTO operations, adhere to principles of access and equity and maximise outcomes for students; establish and maintain management systems which are responsive to the needs of students, staff and stakeholders; and ensure management practices are implemented that safeguard the interest and welfare of students in all training and assessment situations.

As a training organisation, the PGA IGI will comply with its legal and moral duty to respect the rights and beliefs of course participants and staff through avoidance of discrimination, recognition of the special needs of students and course participants, physical access to courses, remediation and bridging programs, mentoring, culturally appropriate behaviour, and equal opportunity. The PGA IGI aims to ensure that every student gains the maximum benefit from participating in a particular course or program.

2.8 Student Complaints

The PGA IGI's complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved. The PGA IGI recognises that both internal and external complaint and appeals processes play a role in ensuring that complaints are appropriately heard and addressed for both the student and the PGA IGI. These processes will enable students to firstly seek recourse using our internal processes, and then if needed, through an independent, external person or body.

International student's stay in Australia is subject to the period of his or her student visa, the timeliness of decision making is a consideration in the development of appropriate complaints and appeals policies, procedures and practices. The complaints and appeals procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

If you have concerns about the actions of the PGA IGI, students must first follow the PGA IGI's internal Complaints and Appeals Policy and Procedures available on our website.

- Domestic Students:
If, after following these procedures (and we have provided you with a written statement of the outcome, including reasons for the outcome), domestic students who still believe we are breaching or have breached our legal requirements, can submit a complaint to ASQA by completing ASQA's [ASQA online complaint form](#).
- International Students:
If, after following the PGA IGI's internal procedures (and we have provided you with a written statement of the outcome, including reasons for the outcome), international students can lodge an external appeal with the [Commonwealth Overseas Students Ombudsman](#).

The PGA IGI ensures potential students are made aware of our complaints and appeals process by providing a link to the Complaints and Appeals Policy on our website. Enrolled students are verbally informed of the availability of a Complaints and Appeals form on our website, at orientation and through

counselling sessions with students where appropriate. Refer to the PGA IGI Complaints and Appeals Policy for full details on the complaints and appeals process and relevant timelines.

2.9 Conduct of our Education Agents

If you have concerns about the actions or conduct of your international education agent, please notify the PGA IGI as soon as practicable. The PGA IGI will investigate and give you a written statement of the outcome, including reasons for the outcome. If you are not satisfied with the outcome, or the way we handled your complaint, you are entitled to take your complaint to an external appeals body. International students may then lodge an external appeal with the Commonwealth Overseas Students Ombudsman.

The PGA IGI has an agent section on its website. Current agents are issued a PGA IGI Certificate of Approval to act as our agent.

2.10 Courses and Programs

Information on current courses or programs and pathways can be found on the PGA IGI website and in respective prospectuses.

At the end of each course or program, students are requested to provide confidential feedback on their experiences with the PGA IGI through a survey form. We listen to the direct feedback from our students and the majority of the changes to our programs are derived from student experiences and comments.

2.11 Training and Assessment Guarantee

The PGA IGI provides a guarantee that all training and assessment will be provided (as agreed in the Enrolment Form) once you enrol and commence in your nominated training program. Where unforeseen circumstances arise (e.g. loss of a specialist teacher and we are unable to obtain a suitable replacement), we will arrange for agreed training and assessment to be completed through another suitable RTO. In this unlikely circumstance, affected students will be formally notified of the arrangements (prior to RTO transfer) and an agreement to those new arrangements, including any refund of fees, will be sought.

3. Institute Policies and Procedures

Policies and procedures are accessible via the PGA IGI website or available in hardcopy from the PGA IGI office upon request.

The following policies and procedures are a sample of those that can be found on the PGA IGI website:

- Academic Performance Policy
- Cheating and Plagiarism Policy
- Complaints and Appeals Policy
- Privacy Policy
- Refund Policy and Procedures
- Social Media Policy
- Uniform and Dress Policy

The following policies and procedures relate specifically to eligible domestic students electing to use VET Fee-Help and are found on our website using the [Student Information menu](#):

- Admissions Application and Selection Procedures
- Approved University Transfer
- Change of Enrolment
- Fairness Procedures
- Grievance Policy and Procedure – academic
- Grievance Policy and Procedure – non-academic
- Student Review Procedure for Re-crediting a Fee Help Balance
- Statement of VET Tuition Assurance

Many important forms are found on the PGA IGI website, including change of enrolment or deferment of studies forms for both international and domestic students.

4. Contact Details

Registration Details

Incorporated Name:	The International Golf Institute Pty Ltd
Trading Name:	PGA International Golf Institute
ACN:	114 344 366
RTO Provider Number:	31270
CRICOS Provider Number:	02754G

Postal Address

PGA IGI Head Office
PO Box 470
Sanctuary Cove, Qld 4212

Phone, Fax & Email (+61) 7 5657 6116

Head Office Phone

Fax

Email

Website

(+61) 7 3102 0564

admin@pgaigi.com

www.pgaigi.com

**Student Contact
Officers (International
Student Advisors)**

Student Contact Officers are available to assist you should you have any problems or queries:

Christine Straw (Senior Manager) 07 5657 6101

Luke Bryden (Marketing and Recruitment Manager) 07 5657 6109

Jamie Brew (Golf and Programs Manager) 07 5657 6106

Anna Booth (Programs Co-ordinator) 02 8001 4011

Campus Address

GOLD COAST

PGA IGI, Sanctuary Cove Golf and Country Club, 1 Gleneagles Drive,
Sanctuary Cove, QLD 4212

5. Program and Course Entry Requirements

5.1 The Application Process

Applying to study at PGA IGI as a domestic student means you are an Australian citizen or permanent resident, or a New Zealand citizen (potential students should read the information available on our website to ascertain their potential eligibility to access VET FEE_HELP). International students should also read the next section of this handbook on student visa requirements.

A full list of programs offered and pathways provided is detailed on the PGA IGI website and in respective prospectuses.

The PGA IGI also provides current information on scholarships on our website.

Step-by-step application guide

Step 1: Choose your course

Read the descriptions of the PGA IGI programs online or request a prospectus. Consider what interests you, your career goals and the level of qualification you wish to attain.

Step 2: Carefully read the entry requirements relevant to your situation

Entry into our programs generally require the successful completion of year 12 or equivalent or relevant work experience, a golf handicap of 18 or better for males and 25 or better for females.

Step 3: Decide when you can commence study

- Our Gold Coast campus has two semesters per year with two intakes each year
- Distance students can start at any time once payment is made

Step 4: Complete the correct application form and apply direct to our head office

Completing the correct application form will ensure you include all the required information in your application. A handy checklist is found at the back of each form. Forms are found on our website or can be requested from our head office.

Students interested in continuing their study at Griffith University via our articulation arrangement are advised this is a separate application and enrolment process.

5.2 Unique Student Identifier

All students of any RTO in Australia, including PGA IGI, will require a Unique Student Identifier number (USI). This is a regulatory requirement for all RTOs and without this, PGA IGI cannot issue your results and final qualification (Testamur).

It is the student responsibility to register for and receive their USI number. If you already have a USI, students are required to provide this on the PGA IGI USI Form. Those student who do not yet have a USI, please go to the following website for more details and once they have their USI, provide this on the PGA IGI Form.

www.usi.gov.au

Your USI will give you access to an online record of training you have done since 1 January 2015 with any Australian registered training organisation. From this you will be able to produce a comprehensive

transcript of your training; this is particularly useful if you have undertaken training with more than one provider. This record does not negate the individual records PGA IGI holds on your training undertaken with PGA IGI.

5.3 Age Entry Requirements

Applicants must be 18 years of age or over at the time of commencement (or for international students, at the time of issuing the electronic Confirmation of Enrolment). Any applicants under the age of 18 will be assessed on a case-by-case basis.

5.4 Golf Handicap Requirements

Where you have an established handicap, you are required to provide evidence via your GolfLink number or alternatively provide other original documentary evidence from your current/previous golf club to verify your handicap (Male: 18 or under, Female: 25 or under). Students whose handicap is higher than the above range may be required to commence tuition within a development squad and join the IGI squad after successful skills attainment.

Where you are unable to verify your golf handicap, arrangements can be made via our head office for verification. The PGA IGI recognises the needs of candidates from developing golf markets, therefore we are equitable with our golf skills entry requirements.

5.5 Language, Literacy and Numeracy (LLN)

The PGA IGI aims to provide a positive and rewarding learning experience for all of its students.

Domestic Students

Domestic students seeking VET FEE_HELP should be familiar with the eligibility requirement to access VET FEE-HELP.

International Students

International students will require a minimum IELTS Language Score of 5.5 (or equivalency), no sub-score less than 5 (or equivalent) or at a level deemed appropriate by the PGA IGI. The enrolment form requests provision of information regarding international student's LLN requirements.

You must ensure that you have discussed with a Student Contact Officer any concerns you have about your capacity to participate because of any LLN difficulties. The IGI will make every effort to ensure that you are adequately supported to enable you to complete your training. In the event of LLN becoming an issue, the Programs Development Manager will contact you to discuss your requirements. Some examples of the type of support that we can offer you include:

Literacy

- Providing only essential writing tasks
- Considering the use of group exercises so that the responsibility for writing rests with more than one person
- Providing examples and models of completed tasks
- Ensuring that documents and forms are written and formatted in plain English
- Using clear headings, highlighting certain key words or phrases and providing explanations of all

technical terms used.

Language

- Speaking clearly and concisely
- Giving clear instructions in a logical sequence
- Giving practical examples
- Encouraging you to ask questions.

Numeracy

- Asking you to identify in words, what the exact problem is and how you might solve it
- Showing you how to do the calculations through step by step instructions and through examples of completed calculations
- Helping you to work out what maths/calculations/measurements are required to complete the task
- Encouraging the use of a calculator (if applicable) and demonstrate how to use it.

For students who require language assessment or assistance to improve their English reading, writing and speaking skills, we are able to recommend respected local language training facilities.

Entry into higher education, via articulation at Griffith University requires an IELTS of 6.5, no band less than 6.0. If you do not meet the English language proficiency requirements, pathway options are available. Please see useful web links at the back of this handbook.

5.5 Credit Transfer & RPL

The PGA IGI will maintain the integrity of its academic programs and protect the academic standards and reputation of its qualification in relation to the granting of credit. Recognition of Prior Learning (RPL) will be granted only within the constraints of this principle and where program structures and requirements permit.

Basis on which credit is granted

The PGA IGI may:

- Grant credit for formal study undertaken in recognised institutions in Australia, including universities, colleges, TAFE and other post-secondary education institutions, within five years prior to the application;
- Grant credit for credentialed programs provided by recognised professional bodies, employers and other authorities where appropriate certification is available, within five years prior to the application; and
- Recognise prior learning.

Recognition of Prior Learning (RPL)

Credit awarded based on recognition of prior learning (RPL) is assessed by determining the extent to which the applicant has achieved the learning outcomes of one or more units of competency in the award program through the applicant's informal and formal learning. The educational judgement concerning equivalence is based on the extent to which the applicant can demonstrate they have achieved the required outcomes (competency).

Course Credit Application Process

IGI staff will forward an RPL pack to an applicant on request. Applicants requesting RPL will be informed in writing of any potential implication on their visa (where relevant) and duration of study if RPL is granted. The applicant must return the application form and provide supporting documents as evidence

with the RPL application. We do not accept photocopies or fax copies. All applications for RPL must be supported with documentary evidence which is either certified by a Justice of the Peace or verified by a PGA IGI staff member.

On receipt of an RPL application, the Student Services and Administration Co-ordinator will review the application to ensure the information provided is relevant, sufficient, current, and documentation is in the required format. If an application requires additional information then the Student Services and Administration Co-ordinator will inform the applicant via email or phone. The Student Services and Administration Co-ordinator will forward complete applications to the Programs Development Manager for review and assessment.

The Programs Development Manager will make a decision on the applicant's credit application within 7 days and notify the Student Services and Administration Co-ordinator of the RPL application outcome. If the RPL application is successful, the Student Services and Administration Co-ordinator will inform the applicant in writing and place copies on file.

The RPL process must be completed prior to the PGA IGI issuing an electronic Confirmation of Enrolment (eCOE) to international students. The eCOE will indicate the actual net course duration (as reduced by course credit).

6. Student Visas (International Students)

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007. Please also refer to English Language Skills requirements above.

6.1 Study in Australia on a Student Visa

To be eligible for an Australian student visa, international students must enrol on a full-time basis (more than 20 hours per week) in a CRICOS approved course.

The Australian Government issues student visas for full-time study on the understanding that international students study on-campus and have sufficient funds to cover tuition fees and living expenses for the duration of their time in Australia. Apply for a visa through the Australian Diplomatic Mission (i.e. Australian Government office) in your home country or online at the Department of Immigration and Border Protection website. The Australian Government office may be an Embassy, High Commission, Consulate or Consulate-General.

6.2 Student Visa Requirements

To be granted a student visa, international students must satisfy the visa requirements and comply with a number of visa conditions for attendance and academic performance which come into effect after arriving in Australia. For detailed, accurate and up-to-date information on student visas and visa requirements, refer to the Department of Immigration and Border Protection (DIBP) website. Useful web links can be found at the end of this handbook.

The student visa has seven separate sub-classes for each education sector. The sub class for PGA IGI Students is 572 (or 573 for further university studies).

If international students already hold a visa, they must comply with all visa conditions in order to retain it. The PGA IGI is required to report to the DIBP any international student who:

- Is not meeting course requirements
- Fails to maintain the required academic performance requirements
- Fails to provide the PGA IGI with address/change of address details within seven days of arrival
- Carries out paid work without permission, or above the maximum number of hours permitted on a student visa
- Takes leave of absence without approval
- Does not maintain Overseas Student Health Cover
- Does not attend a minimum 80% of programmed classes.

6.3 Student Health Insurance

International students studying in Australia must have private health insurance as a condition of a student visa. Australia's national health system, Medicare, only covers Australian citizens and permanent residents. There are a number of private service providers who offer overseas student health cover (OHSC). Details are provided at the end of this handbook

6.4 International Student Responsibilities

All enrolled students are expected to adhere to the PGA IGI code of conduct and Academic Performance Policy. In addition, international students are required to understand legal obligations as set out by the conditions of student visas including (but not limited to):

- Ensuring that course fees are paid before or when due
- Maintaining full-time enrolment
- Maintaining satisfactory attendance and course progress
- Maintaining an acceptable level of achievement throughout the course to ensure that all studies will be completed within the timeframe of their visa
- Notifying the PGA IGI Head Office of any address or contact details changes
- Studying at the PGA IGI for the first six months of their principal course (education provider can be changed in exceptional circumstances only)
- Ensuring that valid Overseas Student Health Cover (OHSC) is maintained for the duration of study in Australia
- Maintaining adequate schooling arrangements for school-age dependents on a student dependent visa for more than 3 months (you will be required to pay school fees).

While it is the student's responsibility to ensure they comply with these conditions, the PGA IGI will also be monitoring enrolment and progress. The PGA IGI is required to notify the DIBP of any breaches to your student visa conditions. More detailed information on course attendance and progress is included in this handbook.

6.5 Working while Studying

International students residing in Australia under a student visa are permitted to find employment for up to 40 hours per fortnight whilst studying (unlimited hours when course is not in session), and employment details are registered with Immigration. Part-time students studying whilst on a tourist visa are not permitted to work during that time.

You do not need a visa label to be placed in your passport as evidence of your work rights. Your visa information is held electronically and you can access it at any time using the Visa Entitlement Verification Online (VEVO) system. Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so. To be able to work in Australia a Tax File Number must be maintained. This is available from the Australian Tax Office.

Useful web links on the conditions that apply to working while studying and applying for a Tax File Number are available at the end of this handbook.

7. Student Support and Services

7.1 Orientation

Orientation Day is compulsory for all new students, and highly recommended for continuing students. Its purpose is to introduce new students to the administrative and teaching staff, and to other new and current students. It is also an excellent opportunity for new students to ask questions, collect uniforms and other study materials, learn about the PGA IGI expectations, course requirements, study tips and hints. Many new students take the opportunity to inspect the PGA IGI facilities and associated entities; therefore it is important that you attend the orientation day at your campus. Students will be informed of orientation dates after course enrolment. Orientation is usually conducted the week prior to course commencement.

The PGA IGI will assist students to adjust to study, and life in Australia (where relevant), through the provision of an age and culturally appropriate orientation program that includes information on:

- program or course outline
- staff introduction
- student rights and responsibilities
- student support services to assist in the transition to life and study in a new environment
- locating legal services
- emergency, health and safety services
- facilities and resources
- complaints and appeals processes.

7.2 Student Assistance

The support services we offer are student focused. We have a Critical Incident Policy to ensure the interests of students and their families are managed appropriately in certain circumstances that would be considered distressing and upsetting for a student and/or family member. The PGA IGI has a range of services including formal and informal counselling services, academic assistance, and Student Contact Officers (International Student Advisors). These services are provided at no additional cost to the student. If it is necessary to refer a student to an external support service e.g. medical practitioner, the PGA IGI does not charge for the referral. Students are provided with a list of phone numbers for a number of external service providers, ranging from phone counselling to alcohol and drug services (found at the back of this handbook).

The Student Contact Officer can help you to adjust to life and study with the PGA IGI, especially if you have moved from interstate or overseas for your study. Sometimes problems such as homesickness, food, personal safety, money safety, transport, medical incidents and cultural expectations arise that may impede the successful completion of your study program. Student Contact Officers are available for

support and counselling to help you to resolve any such issues. Student Contact Officers and the Program Development Manager are also available for guidance and counselling in other areas such as academic progress, options for further study and/or career pathways.

International and interstate students have access to arrival services which may include:

- airport pick-up service (chargeable)
- arrangement for temporary accommodation by request (chargeable)
- advice and basic assistance in using public transport, opening bank accounts and purchasing a car (at no charge to the student).

7.3 Special Needs

Please advise the PGA IGI if you have any special needs or allergies that may affect your studies (e.g. asthma or diabetes, dyslexia). If you require specific assistance in relation to your special needs, please advise our office as soon as possible.

Where appropriate, assessment methods will take into account and have the flexibility to incorporate the equity needs of students (e.g. alternative methods of assessment for students with physical or learning impediments).

7.4 Accommodation

Student Contact Officers can direct students to information on a range of accommodation options such as:

Share Accommodation

The cost of share accommodation will vary depending upon the rental and bond (refunded after suitable vacancy) and varies by state. Notice of interest for share accommodation can be posted on the PGA IGI notice boards.

Griffith University Accommodation Service (Gold Coast)

Through our relationship with Griffith University, those students who are also Griffith University students may elect to utilise the [Griffith Accommodation Service](#) through the Student Guild or Campus Life departments.

General Accommodation

Rental price ranges on the Gold Coast are around \$200 for a room in a house or unit with use of all facilities in areas close to the university. Rent is more expensive in areas surrounding and including Surfers Paradise. Most of these units are close to the beach, in the heart of the Gold Coast and usually with resort style facilities. The PGA IGI can recommend accommodation options based on former student feedback.

Homestay Accommodation

Homestay provides students with the opportunity to practice English and live with Australian families. Our Homestay is provided by [Griffith Homestay](#).

The Homestay provider referred to above is not owned or operated by the PGA IGI. Any arrangements, financial or otherwise, are strictly between the student and the Homestay provider.

All accommodation decisions and responsibilities are at the sole discretion of the student. Queensland's Residential Tenancies Authority and Tenants NSW have important information you should know about your rights under the Residential Tenancies Act. You will be provided with factsheets and/or a booklet from your real estate agent giving an overview of your rights and obligations, such as what to do if you break your tenancy agreement, which can be costly.

7.5 Career Services and Alumni

Each year the PGA IGI will invite students to one or more career information sessions, depending on student numbers and demand. This session will inform students about their career options and pathways, and provide information about the interview and application process of the PGA Traineeship program. In addition, students are provided with core capabilities to manage general interview processes as well as curriculum vitae preparation within the *Introduction to Golf Industry* unit.

The PGA IGI encourages all graduates to apply to become a student of the PGA IGI Alumni team on completion of their PGA IGI studies. The Alumni:

- Helps current students to make links with past students and other contacts in the industry
- Identifies job placement opportunities for current graduates
- Assists with work experience placement opportunities
- Provides contact with mentors
- Provides experience of organising and building a committee

The Alumni is a great way to stay in touch with friends and for networking in the industry. Each student will be notified of how to become a student of the Alumni near the completion of their studies. You may also find the experience of being an Alumni coordinator (coordinating events, managing databases) valuable volunteer experience to add to your curriculum vitae. Remember that the Alumni is for your benefit so please keep up to date with Alumni actions and events.

It is not the policy of the PGA IGI staff or contractors to provide written references for students; however we will in certain circumstances provide a verbal reference. Students must seek permission from the PGA IGI prior to use as a reference source.

8. Facilities, Staff and Resources

8.1 Head Office and Campuses

Our Head Office and Gold Coast Campus is located at the Sanctuary Cove Golf & Country Club on the Gold Coast. We are located in close proximity to the freeway (M1) for ease of access to airports and only a ten minute drive to the beach, the hinterland and various shopping malls. The country club at Sanctuary Cove Golf & Country Club offers exceptional access to the Palms Golf Course, practice facilities, a recreation centre including extensive gym and workout facilities, classrooms and administration centre for the PGA IGI team.

8.2 Classrooms

The educational content of our programs is generally undertaken at a golf course or university in order to provide the relevant environment within which to learn. Industry suppliers have been very accommodating to the PGA IGI so please look after the training facilities. Leave rooms clean and tidy at

the end of each lecture, and place rubbish in the bins provided. All meals, snacks etc should be consumed in the refreshment areas, not in the lecture rooms. The practical component of the course is undertaken on-location at the home course of the golf professional you are teamed with during your studies. Information will be provided to you at orientation.

8.3 Golf Teaching Facilities

The PGA IGI is fortunate to utilise some of the finest coaches Australia wide. Our coaches and teachers are nationally and internationally recognised. PGA IGI coaches are all accredited golf professionals and members of the PGA of Australia. They convey significant experience and knowledge so you will benefit greatly from their wisdom, contacts and industry understanding during your tuition in the program. Some of our golf coaches have been distinguished as PGA of Australia 'Teacher of the Year'.

Information on current coaches can be found within the respective prospectus.

The PGA IGI will endeavour to place the student with the golf professional of their choice, as nominated on the Student Enrolment Form, however, preferences will be distributed on a first in basis. If you are unhappy with the coach you have been allocated we will endeavour to assign you to another coach; however this is dependent on timing and operational constraints. The PGA IGI reserves the right to change coaches teaching in programs and courses. Students will be advised of any changes as soon as practicable.

8.4 Golf Driving Range Facilities

The PGA IGI has arrangements with many practice range facilities located near campuses. On the Gold Coast these include Sanctuary Cove, RACV Royal Pines Resort, Links Hope Island and Parkwood International Golf Course..

8.5 Trainers

The PGA IGI ensures that delivery of theory subjects in the program are conducted by industry professionals who are currently engaged within the golf industry or business area. This ensures that all students are provided with real world information and practices from experienced and successful experts in their respective fields.

8.6 Course Learning Resources

Students will be provided an array of learning materials to assist them in their program of study. Students are supplied course information and resources (web library and class handouts). Distance students will be provided with a Fairway login. Students will require their own computer, printer and internet access. We can also provide internet access and printing services at our head office. The internet is free and there is a small charge for printing.

8.7 First Aid

Should a student require First Aid they must notify one of the trainers or staff, who will arrange First Aid assistance. The First Aid Officer on location will assess the seriousness of the situation, administer First Aid, complete an Incident Injury Report with the student, and if possible return the student to the class.

If too ill/injured to return to class, the student will be sent home or to medical aid if necessary. A staff member will accompany the student to medical aid if required.

Accidents Involving Injury – Student Action:

- If an accident occurs during class time, advise the trainer. If out of class time, advise a staff member.
- Return to the injured person and wait for the First Aid Officer.
- Inform the First Aid Officer as to the cause / circumstances of the injury.
- Sign the Incident Injury Report Form (available from the PGA IGI office or First Aid Officer).
- Hand the form to the First Aid Officer, who will notify the Workplace, Health and Safety Officer.

Should a student become ill, they should:

- Notify the trainer or a staff member.
- The trainer or staff member will assess the seriousness of the situation.
- The student will either be sent home or to medical aid if the condition appears serious.

8.8 Security

It is advisable not to leave any valuables in lecture/class rooms or other areas of common access. Never leave valuables unattended. If possible, please do not bring valuables or large amounts of money to any of the training premises. If you must do so, keep them with you at all times, this includes your golf bag and clubs. The PGA IGI is unable to take responsibility or accept liability for any items which go missing from the premises.

Please familiarise yourself with critical and emergency numbers at the back of this handbook.

8.9 Fire & Evacuation Procedures

If there is a fire on the premises, you will be notified by your Trainer or trainer and given instructions to evacuate to an area clear of danger. Please ensure you follow the direction of your instructors and do not return to buildings or areas of danger. Leave all belongings behind.

Fire extinguishers are available in all PGA IGI facilities used for training, and these will be accessed by PGA IGI staff and consultants if necessary. All students will be made aware of Fire Evacuation Procedures in the first few weeks of classes. In addition, please take the initiative to familiarise yourselves with all fire and evacuation procedures, with or without direction of PGA IGI Staff. Under no circumstances is anyone to remain in training rooms while an evacuation is in progress.

9. Studying with the PGA IGI

9.1 Academic Resources

As a student of the PGA IGI you will have access to at least one library. On request we can arrange a library subscription that gives students access to all Griffith University libraries. Griffith University has five libraries - one at each of their five campuses. Each library has a range of library materials including books, photocopying, newspapers, audiovisual records and more. The PGA IGI head office has a range of textbooks and other materials that may assist you in your studies. We are continually adding to our collection so please feel free to stop into the office and have a browse through them. If you need to borrow them for assignments or assessments we can arrange this for you.

Students involved in Vocational Education & Training (VET) courses will receive Subject Outlines (learner guides) to help them through the units of study. Subject Outlines bring together subject information and unit clusters that will help achieve competency in study units and the course of study. You may receive one Subject Outline per unit or one Subject Outline per cluster of units. These guides are to be referred to during your studies for guidance and practice exercises.

You will also be provided a student login to the PGA's IGI e-Learning resource, "The Fairway", which contains your course readings, PowerPoints and other study information.

9.2 Student ID Cards

Students who are enrolled in a PGA IGI program will be issued a PGA IGI Student Identification card (ID) after enrolment. Students must return their Student ID card on course completion, withdrawal or exclusion. The PGA IGI Student ID card remains the property of the PGA IGI.

9.3 Text Books & Consumables

In most circumstances the PGA IGI provides all the required program/course materials. Students will be required to supply their own golfing equipment. From time to time as new materials are required PGA IGI students may be required to purchase these items.

9.4 Uniform & Dress

Each new full time student to the PGA IGI will receive two PGA IGI embroidered polo shirts, one sports cap, and one golf bag on commencement of study. Students may purchase extra items at a cost. Further items may be supplied to those students whose duration of study is greater than one year.

The following dress regulations must be adhered to:

- The PGA IGI associated clothing is not to be worn away from PGA IGI related events, or by any other person who is not a student of the Institute.
- Students who breach the Uniform and Dress Policy will be disciplined as per Student Conduct in this handbook.
- Your uniform says a lot about 'you' so please wear them respectfully and with pride. As an amateur golfer with the PGA IGI, you are being observed by higher bodies, namely the PGA of Australia. Your profile now as an amateur should therefore be of the utmost importance to you.
- You should be aiming to impress by ensuring a clean and well groomed uniform at all times when in a golf and study environment. Putting your appearance into practice now as an amateur player, will place you in good stead for the future.

- We expect you to act professionally and as a result, have developed policies for you - as our student and as a future leader in the golf industry.

It is mandatory that students wear PGA IGI labelled clothing at all of the following:

- Lectures
- Skills & Technique classes
- PGA IGI events and/or competitions
- PGA related competitions, events and/or functions
- Field excursions and other PGA IGI arranged outings
- Photo/Media opportunities
- Other, as requested by the PGA IGI

The student holds the responsibility for the appropriate use of PGA IGI labelled clothing. Any perceived breach of this policy may result in any one or a combination of the following penalties:

- Written and documented warnings
- Removal from the class or off the golf course
- Probation
- Demerit points allocated to your order of merit position
- Exclusion from tournaments and games
- Expulsion from skills and technique subjects, or other courses of study
- In extreme cases where behaviour has brought disrepute to the PGA IGI, the student may be expelled from their golf program.

Penalties awarded will be at the discretion of the Senior Manager and General Manager of the PGA IGI in consultation with the Education Advisory Panel and/or the Board of Directors.

9.5 Student Conduct

Students are expected to maintain an acceptable level of personal conduct during the period of enrolment. If a student's conduct is considered disruptive and minor we will, where appropriate, conduct a counselling session with the student regarding that behaviour. If a student's conduct is considered to present a danger to others or themselves, or is in breach of Australian law, then the PGA IGI will inform the student in writing that they must show cause why their enrolment should not be cancelled.

Students are required to comply with all reasonable requests and requirements made by staff of the PGA IGI which includes:

- No student will attend any class whilst under the influence of alcohol or any drugs;
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment or any obscene, offensive or insulting language or behaviour will not be tolerated;
- Students are to be courteous to fellow students, staff and the public at all times;
- Disruptive behaviour will not be tolerated;
- Breaking of any state/Federal law will be reported to the relevant authority (e.g. stealing, damaging property, assault etc.);
- At all times while at PGA IGI campuses, training rooms and golfing facilities, students are required to continue to abide by all rules set for that location.
- No online activity, which could bring the PGA IGI into disrepute, is permitted. Such activity may be deemed gross misconduct and as such could result in dismissal.
- Students are expected to exhibit honest and ethical behaviour in undertaking assessment requirements of units. If there is evidence of cheating in an assessment or exam, whether a full-time or distance student, a student's result will be penalised accordingly or they may be excluded from the Institute. The PGA IGI's Cheating & Plagiarism Policy can be found on our website.

9.6 Continuing Studies

Students who complete our program can access articulation arrangements with our partner universities. The current PGA IGI grade point average for entry into Griffith University is Credit or above (mark of 65% or greater). Completion of the PGA IGI program does not guarantee a place or offer from Griffith University. Please consult with Griffith University in relation to their entry requirements (these are subject to change).

9.7 Timetabling

For students continuing their studies at Griffith University, the PGA IGI schedules classes carefully so as to avoid a clash of class times. If however you find that you do have a timetable clash with your subjects, please alert the PGA IGI head office immediately. We will try to resolve the problem as soon as possible. Please do not leave this issue unresolved. If you have outside commitments that clash with your study timetable and you are unable to change them, please make the PGA IGI office aware as we may be able to assist you with alternative support.

The PGA IGI reserves the right to change scheduled class times and dates. Students will be informed as soon as practicable of any such changes. Students are advised to contact the office if class scheduling changes conflict with other scheduled classes.

9.8 Assessment

Your unit/subject outlines will provide details of all the assessment items for each unit/subject.

When choosing the most appropriate assessment method, the following will be considered:

- The four dimensions of competency (task skills, task management skills, contingency management skills and job/role environment skills).
- The skills or cluster of skills applied in a workplace situation, specific Training Package or Accredited Course requirements.
- Underpinning knowledge/skills that are required.
- The unit of competence level and outcomes.
- The individual needs of the student.
- Where the assessment will be conducted (on-the-job, off-the-job, simulated environment, distance delivery).
- The available resources.

Assessment of all programs is based on the achievement of those competencies listed in the program structure. Assessment methods include practical skills, written and oral examinations, case studies, workbooks, worksheets, written reports, oral presentations, role plays and project implementation. Additionally, a qualified Trainer will also assess you for many practical aspects of your course during observation session that will include the opportunity to engage in discussions or questions between you and your Trainer.

Coaches will also provide PGA IGI with third party observation reports. Coaches effectively provide a support role similar to that provided by a workplace supervisor and are critical in providing feedback to you, as the learner, and PGA IGI on your development of knowledge and skills and progress through the course.

Assessments will be valid, reliable, fair and flexible. Students will be informed of the context and purpose of the assessment and the assessment process. The assessment will involve the evaluation of sufficient evidence to enable judgments to be made about whether competency has been attained. Students will be provided with feedback about outcomes of the assessment process and guidance on future options in relation to those outcomes. There will be a provision for reassessment on appeal (as per the Complaints and Appeals policy).

Reasonable adjustment may be made to assist a learner with a disability. A reasonable adjustment can be as simple as changing classrooms to be closer to amenities, or installing a particular type of software on a computer for a person with vision impairment.

It is the student's responsibility to ensure assessment tasks and assignments are submitted by the due date. Academic penalties will be imposed for late submissions if prior approval has not been granted. Refer to the subject outlines for academic penalties and late assignments or assessments. The PGA IGI reserves the right to cancel a student's enrolment for unsatisfactory academic performance, or impose sanctions such as removal of golf privileges until remedied.

Competent

A student who is deemed as **satisfactory** in each assessment activity, including any Observation, Third Party or other required outcomes such as handicap levels, will be deemed as **competent** for that unit of competence.

Not yet Competent

All PGA-IGI students are entitled to a 2nd [second] attempt, or re-submission of any individual assessment, or part therefore, where they have not met all the requirements to be deemed as competent.

A student who is unsuccessful after a 2nd [second] attempt may be deemed as **not yet competent** for the relevant competency or competencies. In these circumstances the Trainer / Assessor may take a holistic approach to the assessments as a whole, including any Observation or Third Party reports and make a final determination on whether the student is '**competent**' or **not yet competent** for the unit.

The determination of being **not yet competent** has an impact on the student's progression and a formal meeting with the student and an approved IGA representative will need to occur. As a result of this meeting a range of options may be presented:

- A further opportunity to resubmit
- A requirement to re-enrol and repeat the unit.
- Withdrawal from the course

Formal meeting shall have formal notes and to be added to student file/records:

The option will be influenced by a range of circumstances including, but not exclusive to:

- The student performance in other units
- Any health or other mitigating circumstances

- The significance of the assessment in relation to the total assessment for the unit or course.

Allowing further re-submissions or re-assessments must allow for an appropriate time lag after the previous attempt.

- An 'appropriate' time lag will depend on the nature and complexity of the assessment.
- Assessors should not provide undue advantage to an individual by providing too short a time frame between any initial and subsequent re-assessment, or provide too much content feedback to effectively provide Students with the required answers or responses.

NOTE:

All assessment activities will have a **due date**. Failure to submit by the due date, without formal approval **at least 7 days prior to the due date**, will be deemed as a first attempt, or if this due date was a re-submission date, it will be deemed second attempt.

Requests for an extension within 7 days of the due date, will only be provided in extenuating circumstances and must be approved by the Senior Manager / General Manager.

Practical Assessment charges are dependent on the unit being re-sat. Students failing to achieve competency (pass) on the final assessment will be required to re-enrol in the subject/unit and pay the full subject fee.

International students are reminded that satisfactory student academic progress is part of their student visa requirements. International students may be required to undergo counselling regarding their area of shortfall prior to being required to re-sit the assessment item. The PGA IGI is required by law to notify the Department of Immigration and Border Protection (DIBP) of unsatisfactory student academic progress. This may lead to an international student having their visa cancelled. International students may only repeat a subject/unit once.

9.9 Attendance Requirements

Students will be advised in writing and verbally of their responsibility to attend class and our attendance requirements prior to enrolment and as part of our orientation program. The PGA IGI will maintain accurate and systematic records of attendance electronically and in hard copy format. We are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.

The PGA IGI will systematically monitor student attendance as required for student visa conditions. The PGA IGI reports international students to DIBP through PRISMS when the student is not achieving satisfactory attendance.

Satisfactory Academic Attendance

Our attendance requirement is 80% or greater for each scheduled class per study period.

Unsatisfactory Academic Attendance

An attendance average of less than 80% for each scheduled class per study period is deemed by the PGA IGI to be unsatisfactory academic attendance and a breach of our academic attendance requirements. Exception to the 80% requirement may be taken into consideration if a student is identified

as having attendance below 80%, but above 70% and has demonstrated satisfactory academic progress.

'At Risk' Academic Attendance

An attendance average below 85% but above 80% for each scheduled class will be deemed as placing a student at risk of breaching our academic attendance requirements.

Recording Attendance

A class attendance sign-in sheet is provided to the trainer/assessor prior to each scheduled class. Students are required to sign the attendance sheet on arrival to class.

A student who arrives more than 30 minutes late will be marked as 'Late' next to their name by the trainer/assessor. The attendance sheet will be signed by the trainer/assessor at the end of each class and returned to the Student Services and Administration Co-ordinator by Friday of each week. The Student Services and Administration Co-ordinator will file a hard copy of the attendance sheet in the Attendance Register and update the Attendance Register in the Master Register folder on the server. Any explained absences (i.e. medical certificate supplied) will be noted on the class attendance sheet and a copy of the medical certificate will be placed in the student's file.

Monitoring Attendance

The Student Services and Administration Co-ordinator will review attendance sheets on Friday of each week and report to the Program Development Manager any student considered at risk or in breach of our academic attendance requirements. An overall attendance average will be calculated at the end of each academic semester.

- **Absent – 1 day**
Students are required to contact the office by phone or email if they cannot attend class due to an illness or an unforeseen circumstance. The student must contact the PGA IGI to inform us of any absence on the same day or the following day. A copy of the email will be recorded in the student management system.
- **Consecutive classes absent – 2 or more days**
A medical certificate (from General Practitioner, Dentist, Physiotherapist or Pharmacist) is required for any absence of two or more consecutive days in a week. The medical certificate will be placed in the student file. An absence supported by a medical certificate will be deemed as an 'explained' absence.
- **Consecutive classes absent – 5 or more days**
A student who has an unexplained absence of five consecutive classes or more will be contacted by the PGA IGI via email and letter. The student will be required to attend a counselling session with the Program Development Manager. The PGA IGI will take a consultative approach when counselling students. The counselling session will be file noted and a copy placed on the student file. The student may be referred for professional counselling if deemed appropriate and in agreement with the student.
- **Consecutive classes late – 2 or more days**
A student who is late (less than 30 minutes) for two or more classes in a week will be sent an Academic Warning Letter (via email attachment) advising them that they are required to attend class at the scheduled times. The student is required to sign the letter and return this to the PGA IGI within 7 days. The signed letter and a copy of the email will be placed in the student's file.
- **Exception to the 80% requirement**

If a student is identified as having attendance below 80%, but above 70% the PGA IGI may decide not to report the student for breaching the 80% attendance requirement where:

- the student's records clearly indicate that the student is maintaining satisfactory course progress, and
- the PGA IGI confirms that the student is attending at least 70% of the scheduled course contact hours for the course in which he or she is enrolled.

Reporting Attendance

Student deemed 'At Risk'

The Student Services and Administration Co-ordinator will inform 'At Risk' students by email advising them that their average attendance has dropped below 85%. A copy of the email will be placed on the students file.

Student 'In Breach' (international students)

Intention to Report: When a student has been assessed as not meeting the academic attendance requirements the PGA IGI will send an Academic Warning letter by registered post and by email to the student informing them of the breach the intention to report the student to the DIBP through PRISMS. The letter will show how the attendance was calculated and the current attendance average, the letter will inform the student that if they do not agree with the information that has been supplied they have the right to access our Complaints and Appeals process and that they have twenty (20) days to do so from the date they received the letter. A hard copy of the letter and the registration letter number will be placed in the student file.

Reporting a Breach: Where the student has chosen not to access the complaints and appeals process within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the PGA IGI, we will notify the DIBP through PRISMS that the student is not achieving satisfactory attendance as soon as practicable. A registered letter will be sent to the student to inform them that the PGA IGI has reported them to the DIBP through PRISMS that they have not achieved satisfactory academic attendance. A hard copy of the letter and the registration letter number will be placed in the student file.

9.10 Academic Performance Requirements and Intervention Strategy

Students undertake a number of assessments for each subject/unit. Students are given a subject outline that includes an assessment schedule. All assessment items must be completed and submitted by the due date, unless the student has applied for and been granted an extension.

Students will be required to sign an Academic Performance Policy agreement upon enrolment. This policy defines and outlines the following:

- What is poor academic performance
- Academic warnings/penalties
- The appeals process.

The PGA IGI systematically monitors student course progress. We are proactive in notifying and counselling students who are at risk of failing to meet our course progress requirements. The PGA IGI will report international students to DIBP through PRISMS when the student is in breach of our academic performance policy.

Students are advised in writing and verbally of their responsibility to attend class and our course progress requirements prior to enrolment and as part of our orientation program. The PGA IGI will

maintain accurate and systematic records of student course progress electronically and in hard copy format.

An academic transcript of results (Record of Results) is issued to each student within 21 days after the end of each semester.

Satisfactory Academic Progress

A student who has been deemed as 'Competent' 'C' (pass) in all subjects at the end of an academic period is considered to be meeting our academic performance requirements.

Unsatisfactory Academic Progress

A student who has been deemed as 'Not Yet Competent' 'NYC' (fail) in 2 or more subjects at the end of a study period is in breach of our academic performance policy.

'At Risk' Academic Progress

A student who in any study period:

- fails a unit assessment twice (includes quizzes, assignments, major assessment, practical assessments)
- exceeds the maximum time limit for completion of a subject assignment without a genuine reason, and/or
- fails to submit an assessment item or attend a scheduled assessment

is considered to be at risk of not achieving satisfactory academic progress.

Recording Course Progress

Within fourteen (14) days of completion of each assessment item an assessor will mark the assessment item and record the assessment outcome on the item. Assessment outcomes will be either Not Yet Satisfactory or Satisfactory.

Non submission of an assessment item will be recorded on the subject/unit assessment sheet as 'Not Submitted' (NS), late assessment submissions will be entered as Late (L) next to the result. Students are allowed two assessment re-submission attempts.

The assessment item will be returned to the Program Development Manager or Golf Skills Manager within fourteen days (14) of the assessor receiving the assessment item. The Program Development Manager will record the assessment result on the subject/unit assessment sheet and file a hard copy in the Assessment & Assignment Register and file a soft copy on the server. Students sign this sheet to verify their result has been sighted and that they have had the opportunity to ask questions. The assessment item will be forwarded to the Student Services and Administration Co-ordinator who will file the assessment item in the student file.

Monitoring Progress

This process is managed by the Programs Development Manager and Golf Skills Manager respectively in conjunction with the Student Services and Administration Co-ordinator and in consultation with PGA IGI trainers and assessors. Student performance monitoring will focus on class attendance reports and assessment result records.

Student Deemed "At Risk"

The Student Services and Administration Co-ordinator will inform 'At Risk' students by email with an attached Academic Warning letter advising them that they are failing to meet our academic performance requirements. The student is required to sign the letter and return this to the PGA IGI within 7 days. The

signed letter and a copy of the email will be placed on the student's file. We will then implement our early Intervention Strategy.

Intervention Strategy

To assist a student deemed to be at risk the Program Development Manger in conjunction with the Student Services & Administration Co-ordinator will implement an intervention strategy. To assist an 'at risk' student to meet our course progress requirements, we will provide the following assistance and resources:

- notify the student in writing that they are at risk in relation to their academic progress;
- hold formal and informal counselling session/s as required;
- provide academic assistance from both teaching staff and the Program Development Manger;
- modify assessment items to make reasonable adjustment;
- arrange peer assistance;
- refer the student to a professional counselling service.

Reporting Unsatisfactory Academic Performance (international students): Student 'In Breach'

Intention to Report: When a student has been assessed as not meeting the academic progress requirements, the PGA IGI will send a registered letter to the student informing them of the breach and the intention to report the student to the DIBP through PRISMS. The letter will show how their grade was calculated and the current grade average. The letter will inform the student that if they do not agree with the information that has been supplied they have the right to access our Complaints & Appeals Process and have twenty (20) days to do so from the date they received the letter. A hard copy of the letter and the registration letter number will be placed in the student's file.

Reporting a Breach: Where the student has chosen not to access the complaints and appeals process within the twenty (20) working day period, withdraws from the process, or the process is completed and results in a decision supporting the PGA IGI, we will notify the DIBP through PRISMS that the student is not achieving satisfactory academic progress as soon as practicable. A registered letter will be sent to the student to inform them that the PGA IGI has reported to the DIBP that they have not achieved satisfactory academic progress. A hard copy of the letter and the registration letter number will be placed in the student's file.

9.11 Deferring, Cancelling or Suspending Enrolment

Deferral or Temporary Suspension - Student Initiated:

The deferral (a request from the student to delay/postpone their enrolment with the PGA IGI) or temporary suspension of studies (an enrolled student's studies being temporarily placed on hold), including granting a leave of absence for international students during the course of their formal program, may only be granted under certain limited circumstances. For consideration of deferral or cancellation of enrolment, students must:

- apply in writing to the Senior Manager / General Manager using the PGA IGI Deferment of Studies Form;
- provide documentary evidence to support their application;
- provide documentary evidence that is either certified or original (photo copies or fax copies will not be accepted);
- clearly demonstrate that the deferral or temporary suspension of studies is on compassionate grounds or compelling circumstances.

The Student Services and Administration Co-ordinator is available to assist students in preparing the required documents and provide advice on the application process. The Senior Manager / General Manager of the PGA IGI will make a decision on the application within 7 days of the application being submitted. Applicants will be informed in writing of any decision and the reason/s why an application for deferral or suspension may have been denied. The PGA IGI may exceed timeframes for making a decision or written response if we require additional information or an application is incorrectly submitted or documentary evidence is incomplete.

Suspension or Cancellation of Enrolment by the PGA IGI:

The PGA IGI may suspend or cancel a student's enrolment on one of the following grounds:

Misbehaviour by the student

Students are informed of the expected level of personal conduct in our Student Handbook and at orientation. If a student's conduct is considered disruptive but minor we will, where appropriate, conduct a counselling session with the student regarding that behaviour. If a student's conduct is considered to present a danger to others or themselves or is in breach of Australian law then the PGA IGI will inform the student in writing that they must respond appropriately (i.e. in writing or verbal explanation at a formal meeting) to the PGA IGI's warning in order to avoid the imposed change to the student's enrolment status. Our student conduct requirements are outlined in 9.5 Student Conduct

Non-payment of fees by the due date

The PGA IGI may suspend or cancel a student's enrolment for non-payment of fees.

Domestic, international and distance students are required to pay their tuition fees on or before the first day of their commencement of studies (except where VET Fee-Help is utilised).

Students applying for VET FEE_HELP should have this approved prior to the Orientation Day. Students may be allowed to commence their course without approval however this will be subject to a meeting and agreement with the Senior Manager / General Manager or their delegate.

Tuition fee amounts and due dates are provided to students in their Fee Agreement Form and Letter of Offer prior to enrolment.

Students with outstanding fee amounts will be notified in writing that they have 5 working days in which to pay any amounts owing and failure to do so will result in their enrolment being cancelled.

International Students: The letter will also advise international students that we will inform the DIBP via PRISMS that their enrolment has been cancelled and that this may affect their student visa).

Poor academic progress, academic performance or attendance

A student who fails to meet our academic progress, performance and attendance policy requirements will need to respond appropriately (i.e. in writing or verbal explanation at a formal meeting) to the PGA IGI in order to avoid an imposed change to the student's enrolment status i.e. why their enrolment should not be cancelled. Refer to our Academic Performance Policy and Academic Performance Requirements for more detailed information.

Student Right of Appeal

When a student is notified in writing of our intent to suspend or cancel their enrolment we will inform them that they have 20 working days in which to access our internal appeals process; i.e. to initiate an

appeal. The student will also be provided with information on how to access the PGA IGI's Appeals Policy and Application Form.

Should the student choose to access our appeals process and the suspension or cancellation relates to academic performance or attendance, then the student's enrolment will be maintained (for international students DIBP via PRISMS will not be informed at this point) until any internal and external appeals processes are complete. If the suspension or cancellation relates to a behavioural issue, then the PGA IGI only needs to await the outcome of an internal appeal (and, where relevant, before reporting international students to DIBP via Prisms). Any claim of extenuating circumstances by the PGA IGI will be supported by appropriate documented evidence and placed in the student file.

All correspondence will be passed to the Student Services and Administration Co-ordinator who will file the documents in the student's file and make a file note in the Complaints & Appeals Register.

9.12 Completion of Course/Program and Certificates

The PGA IGI monitors the workload of students to ensure they complete the course/program within the duration specified in their Letter of Offer. The PGA IGI recognises that students may not always be able to complete the course/program within the expected duration of study and provides for extensions in a limited range of circumstances.

The PGA IGI provides a program schedule and assignment schedule to students during orientation. These documents ensure that the student is aware of our course academic and progress requirements and establishes set timeframes for course completion.

The Student Services and Administration Co-ordinator in conjunction with the Programs Development Manager monitors student progress and attendance to ensure that students complete the program of study within the expected duration. At the end of each study period students are given an academic transcript of results. Class attendance records, assessment results and academic transcript results are used to identify students at risk of not being able to complete their program of studies in the required timeframe. An intervention strategy will be implemented for students deemed 'at risk'.

International students are enrolled as per the Letter of Offer, Student Fee Agreement and eCOE. The Student Services and Administration Co-ordinator will ensure that enrolment does not exceed the length of registration of the program on CRICOS. For international students the expected program duration is specified on the student's eCOE and this establishes the expected duration and workload. A copy of the Letter of Offer and eCOE are placed in the student file.

Early intervention for students performing poorly

The Programs Development Manager in consultation with PGA IGI trainers and assessors manages the early intervention process. Student performance monitoring will focus on class attendance reports and assessment result records. A student identified as "at risk" will be sent a letter via email attachment to inform them that they are required to attend a formal counselling session. The student is required to sign the letter and return it to the PGA IGI within 7 days. The intervention process is student focused and aimed at raising student awareness of their current academic performance level and to assist the student in maintaining the required academic standard. The student will also be made aware of generally available services such as professional counselling (student cost) and study skills support (free service provided by PGA IGI) including referral to specific PGA IGI trainers and assessors. Formal and informal counselling sessions will be file noted and a copy placed on the student's file.

Extending student study duration

The PGA IGI will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration as the result of:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- the PGA IGI implementing its Intervention Strategy for students who were at risk of not meeting satisfactory course progress, or
- an approved deferment or suspension of study has been granted under Standard 13 of the National Code (international students).

In considering an extension to study, the PGA IGI will take into consideration the student's commitment to previous study in relation to attendance, assessment items and overall results. The Program Development Manager will notify and provide advice to the Senior Manager / General Manager if the student will not be able to complete the program within the duration noted on their Letter of Offer.

International Students: The Student Services and Administration Co-ordinator will advise international students in writing of the impact of extending duration of study due to the variation in the student's enrolment load which requires the need to issue a new eCOE and the requirement for the PGA IGI to report this to the DIBP. The Program Development Manager will develop a revised study plan and provide this to the student. The student will be advised to discuss the potential impacts of a new eCOE or visa extension with the DIBP. The PGA IGI will issue the new eCOE as soon as we identify that a student cannot reasonably complete his or her program within the expected duration as specified on the initial student eCOE, this will be actioned by the Student Services and Administration Co-ordinator (reporting to the DIBP via PRISMS any changes to the eCOE). The Student Services and Administration Co-ordinator will not issue a new eCOE until the PGA IGI can accurately predict how long an extension of duration of study the student will require.

Record of variation to enrolment load

When the PGA IGI varies a student's enrolment load we will record this variation and the reason/s for it on the student's file. This is the case whether or not the variation results in an extension of the duration of the study. Any documents relating to an extension of a student's study duration will be entered into the student's file.

Statements of Attainment and Qualifications (Testamurs)

Students undertaking nationally recognised training will receive a Statement of Attainment (SOA), Diploma or Certificate (course dependent) upon the successful completion of their final assessment. These documents are official, embossed with the Nationally Recognised Training logo and are recognised by other Registered Training Organisations across Australia. When you have successfully completed all of the competencies for a particular course, and have completed your PGA IGI studies, you will receive the appropriate qualification (e.g. DGM or ADM).

During the course of your final study period, the PGA IGI administration staff will send you a *Notification of Certificate & Graduation form*. This form will indicate whether you will be attending the PGA IGI Graduation Ceremony, or whether your certificate will be sent through the post. Each student must return this form to the office. All students will receive their certificate at the Graduation Ceremony or within 30 days of course completion. Certification documentation will not be issued if a verified Student Identifier has not been provided to the PGA IGI (unless an exception applies under the Student Identifiers Act 2014).

On completion of your course and issuance of certification, the student's confidential file becomes inactive and is archived alphabetically by surname.

9.13 Transferring between Registered Providers (International Students only)

When transferring to another education provider or if a student wants to continue in another course with the PGA IGI the student must:

- demonstrate a commitment to previous studies
- have paid all fees due
- have maintained the required academic performance levels
- have maintained the required attendance levels
- be eligible to apply for another student visa.

Accepting Students from another Registered Provider

The PGA IGI is restricted from enrolling international transferring students for the first six months from the commencement of the student's principal program of study except in certain circumstances. The PGA IGI will not seek to enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal program of study except where:

- the original registered provider has ceased to be registered or the program in which the student is enrolled has ceased to be registered;
- the original registered provider has provided a written letter of release;
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal program; 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.

In the above cases the Student Services and Administration Co-ordinator will need proof and will contact the State Registering body for additional assistance to ensure our compliance with Standard 7.

Transfer of enrolment from the PGA IGI

Within the First Six Months of a Principal Program

Where a PGA IGI student is seeking to transfer, we will assess the student's request to transfer within this restricted period. The National Code 2007 requires that within the first six months of their principal program, students must complete, sign, date and lodge an Application for Transfer between Registered Providers. This request should be submitted to the Student Services and Administration Coordinator. We believe in supporting the interests of our international students and we endeavour to ensure that any request to transfer to another provider allows them to exercise choice.

Our assessment of such requests will take into consideration the individual circumstances of each student. We will provide a letter of release in cases where one of the following can be clearly demonstrated:

- if the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, which the PGA IGI is not able to provide). In such a case, the student must provide evidence of the support being provided by the alternate provider;
- if the student can provide evidence that his or her reasonable expectations about the current course are not being met;
- if the student demonstrates that they are experiencing a threat to their physical or mental health or safety by remaining at the PGA IGI and demonstrates clearly how this will be alleviated through a transfer;
- the student is not coping in the program, despite having undertaken an individually tailored intervention strategy at the PGA IGI with no sign of improvement in their academic performance;
- the student is required to move interstate;

- the program of study is not consistent with the documented program requested on the student's application;
- the student can provide evidence that he or she was misled by the PGA IGI or an education agent regarding the PGA IGI or its program, which constitutes a breach of the ESOS Act;
- an appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer that supports the student;
- compassionate/compelling circumstances (documented in writing and with any applicable supporting evidence supplied) which necessitates transfer to another provider.

Transfer of enrolment from the PGA IGI after six months of study in the principal program

If requested by a new provider, and after a student has completed six months of study in their principal program, the PGA IGI will provide a Letter of Transfer with information on the following to the new provider:

- program/s studied
- progress with each subject/unit within our program
- length of time with the PGA IGI
- payment of fees for the program.

Student Transfer Procedure

Transfer to the PGA IGI

Students wishing to transfer to the PGA IGI must complete an application form and submit this with all the required documents and also provide a Letter of Release from their current provider. A letter of release from the applicant's current provider will only be required if the request to transfer is made **before six (6)** months of the principal course has been completed. The letter must be an original or certified copy; we will not accept photo or facsimile copies. A transferring student must provide proof that they have a commitment to previous studies and that they have paid all course fees. To support their transfer application a student must provide:

- academic transcript
- attendance reports
- Letter of Release (only required if less than 6 months of the principal course has been completed)

The Student Services and Administration Co-ordinator will process the application and enrol the student as per our enrolment process. The student will be advised that they need to seek advice from the DIBP in relation to their transfer:

The Student Services and Administration Co-ordinator will place all documents relating to a transfer request in the student file.

Transfer from the PGA IGI

In requesting a transfer to another education provider a student must complete a transfer application form and submit this to the Student Services and Administration Co-ordinator and provide detailed reasons for their transfer request. The onus is on the student to prove that it will be detrimental to them in some way to remain in the program. The application must also be submitted with a valid Letter of Offer from the receiving provider.

The Student Services and Administration Co-ordinator will forward the student transfer request to the Senior Manager / General Manager of the PGA IGI for an assessment and decision. Within 14 days of receipt of a transfer application the Student Services and Administration Co-ordinator will notify the student in writing of the outcome of their application. If a student transfer is approved, a release letter will not be issued until all financial obligations/outstanding fees with the PGA IGI have been finalised.

When a letter of release is provided, it will be at no cost to the student and will advise the student to seek advice from the DIBP as to whether a new student visa is required. The PGA IGI may exceed decision

timeframes if we require additional information or for incomplete applications. The Student Services and Administration Co-ordinator will place all documents relating to a transfer request in the student file.

Note: No Release Letter is required where:

- the student has completed at least 6 calendar months' study in their principal program;
- the student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the student's best interests;
- the PGA IGI has ceased to be registered or the program in which the student is enrolled has ceased to be registered;
- the PGA IGI has a sanction imposed on it that prevents the student from continuing his or her principal program.

The letter of release provided to the student will document the following information for the new provider:

- student name and student ID
- course/s studied
- date of entry and release
- attendance report
- progress within each subject/ unit of study
- length of time with the PGA IGI
- payment of fees for the program.

Refusal of Transfer Request

Where the PGA IGI has not approved a transfer request the student will be provided with written reason/s for refusing the request. If the student is not satisfied with the decision to refuse a transfer between registered providers or believes the decision was not made in accordance with this procedure, the student has the right to appeal (within 20 working days) on the decision by the of the PGA IGI. In this event, we will maintain the student's enrolment until the appeals process is completed.

Circumstances under which a transfer/letter of release will not be granted may include but are not limited to:

- if the student has not accessed our support services for assistance with study or personal issues such as living a long distance away from campus, travel difficulties, difficulties adjusting to life in Australia;
- the PGA IGI forms the view that the student is trying to avoid being reported to the DIBP for failure to meet our academic progress and attendance requirements;
- the student does not have a valid enrolment offer from a CRICOS registered provider;
- the student has outstanding fees;
- the student is experiencing course schedule conflict with personal, work, or other non-study commitments;
- the PGA IGI believes that a transfer at this time could be considered detrimental to the student.

9.14 Selection for Competitions & Events

Team selection will be made on the basis of the student's current playing form; that is, performance in competitions in the weeks leading up to the fixture, and the student's academic record at that time.

Selection for events such as trade shows and corporate golf days will be selected on a 'first in first served' basis. When jobs (both paid and unpaid) become available, the PGA IGI office will inform all students via email. An email will specify the selection for the event.

9.15 Flexible Learning & Study Options

PGA IGI training programs and resources have been developed using flexible learning and assessment principles and strategies. These strategies allow students from varying backgrounds to successfully undertake and complete training, through ensuring that all learning styles are catered for and that training and assessment occurs in golf industry specific settings and situations.

PGA IGI trainers will assist all learners via face-to-face, self-paced, off-the-job and on-the-job training opportunities. All competency-based assessments have been designed to collect evidence that is valid, sufficient, reliable, current and authentic. The assessment process used in all PGA IGI training offerings is what is known as integrated assessment. This means that multiple elements/performance criteria are grouped together and assessed using one assessment task. This process ensures that learning and assessment is relevant to both the needs of the golf industry and the units of competency being assessed.

The PGA IGI's programs are designed to ensure that students are able to combine the rigours of study, play and practice with their own personal demands such as work, family, travel and competition.

9.16 Study Period Timetables

Timetables are made available at the time of enrolment and at orientation; however it is always advisable to check with IGI for any changes.

9.17 Transferring between PGA IGI campuses (all students)

PGA IGI students may apply to transfer between PGA IGI campuses by completing the appropriate form. Should your application be approved, a new Fee Agreement will be issued to you. Transfer between campuses may result in higher tuition fees. The PGA IGI does not charge an administration fee for the transfer application.

10. Fees and Charges

10.1 Payment

Domestic, international and distance students are required to pay their tuition fees on or before the first day of commencement of studies (except where VET Fee-Help is utilised, in those instances the appropriate forms must be complete on or prior to orientation day).

Tuition fee amounts and due dates are provided to students in their Fee Agreement Form and Letter of Offer prior to enrolment.

You will not be allowed to commence studies until all applicable fees are paid (VET Fee-help excepted). This includes any OSHC, late fees and administration charges where applicable from the Letter of Offer and acceptance.

10.2 Student Fee Refunds

Except as provided by law, a refund of course fees will only be granted in accordance with the PGA IGI's Refund Policy. Each student acknowledges and agrees to the terms and conditions of the Refund Policy & Procedures on signing the PGA IGI Letter of Offer and Student Fee Agreement. The terms and

conditions set out in the Refund Policy & Procedures apply equally to commencing and continuing students unless otherwise specified. The PGA IGI reserves the right to amend these terms and conditions at any time to ensure compliance with applicable state and Federal laws and/or to amend the non-refundable Administration or Playing Kit fee.

Refer to the Refund Policy and Procedures for full details of the process for claiming refunds, where full or partial refunds may be paid, timeline for payments, and where compelling circumstances may be applicable.

10.3 Credit Balances

Students can apply for a refund of a credit balance created by overpayment only if they have no other debts owing to the PGA IGI. Refund of overpayments will only be made in Australian dollars within 14 days of the student lodging an application for a credit refund. Normally overpayment (excess payment) of Student Tuition Fees resulting in a credit balance on the student's account will automatically be transferred as payment or part payment of the student's fees payable for the next semester or to other outstanding debts owing to the PGA IGI. It is the responsibility of the student to be aware of all credit amounts (excess payments) on their account and to maintain current address and contact details.

Students with unclaimed credit amounts will be notified in writing of their credit amount if the student's program status is inactive for more than one semester. If refund applications are not received within 12 weeks of the date of this written communication, credit balances will be deemed as unclaimed and dealt with by the PGA IGI according to the Unclaimed Monies Act 2008.

10.4 Other Fee & Charges

Item description	Fees (AUD)	Additional Information
Playing Kit fee	\$250.00	Submitted with surety fee and fee agreement form.
Overseas Student Health Cover	From \$500.00 for 12 months	This provides basic health cover. This will be automatically added to your application for enrolment. Credit will be provided if evidence of alternative health cover is proven.
Additional Golf Technique and Skills Classes	Refer to the relevant prospectus	This includes two additional units of golf coaching, range and course access. A Statement of Attainment is provided for these additional units of study.
Golf tournaments and PGA Trainee golf events	\$40.00 - \$180.00	Per game depending on location. Please speak with the office to plan your competition schedule. These events are outside the scope of this program.
Airport Reception	\$100.00 (from)	Each
Late Payment of Fees	\$50.00	Month
Re-sit Assessment fee	Up to \$50.00	Per each resit assessment item
Replacement Certificate or Transcript	\$25.00	Each
Replacement Student ID Card	\$10.00	Each
Tracing of non-identified bank deposits	\$50.00	Each

***Note:** All fees and charges are subject to change and where applicable, include GST. Fee changes will be notified in advance for the following year. Fees are correct at the time of printing. All bank transfer fees and charges are the responsibility of the student.
(AUD = Australian dollar)

10.5 Variation to Tuition Fees

Should you complete the course in a period less than that stated on the Letter of Offer the instalment amounts may alter.

Should you require a period greater than that stated on this offer to complete the course, you will be subject to additional fees.

Nothing in the PGA IGI's refund and transfer of credit processes negates your rights to take action under Australia's consumer protection laws in the case of financial disputes.

11. Legislation and Policy Framework

The PGA IGI will meet all legislative requirements of Queensland and Federal governments. Following is a brief description about some important legislation that you as a student of the PGA IGI should be aware of:

[ComLaw](#) has the most complete and up-to-date collection of Commonwealth legislation.

- **Work Health and Safety Act 2011**
The main objective of this act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces.
- **Privacy Act 1988**
The Privacy Act 1988 is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to, and correction of, that information. The PGA IGI is bound by Australian Privacy Principles (APPs) and our obligations under the Act when it handles personal information obtained from and by students of the PGA IGI and in particular for the purposes of VET Fee-help assistance and the repayment of loans under the Higher Education Support Act 2003 (HESA) Schedule 1A, Cl23 (1). Our Privacy Policy shows the way in which we use and protect the personal information of our students, staff and clients, including those that are making enquiries about services.
- **Copyright Act 1968**
The Copyright Act 1968 is an act relating to copyright and the protection of certain performances, and for other purposes.
- **Anti-Discrimination Act 1991**
The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by RTOs, including their administrative practices and assessment processes, must take into account the principles established by this legislation.
- **Education Services for Overseas Students Act 2000 and the Education Services for Overseas Students Regulations 2001 and National Code of Practice 2007**
The purpose of the legislation is to protect the interests of people coming to Australia on student visas, by providing tuition and financial assurance and by ensuring a nationally consistent approach to provider registration. The legislation also seeks to ensure the integrity of the industry through visa-related reporting requirements, and the integrity and accuracy of marketing materials and recruitment services by qualified, competent, and informed staff.

- Migration Act 1958
- Student Identifiers Act 2014
An act to provide for student identifiers and access to transcripts relating to vocational education and training.
- Higher Education Support Act 2003 (HESA)
The legislation for VET FEE-HELP, which is part of HESA, commenced on 1 January 2008.
- National Vocation and Educational Training Regulator Act (2011)
- Standards for Registered Training Organisations (RTOs) 2015

[Queensland Legislation](#) has links to current reprints of acts and their subordinate legislation, such as:

- Commission for Children and Young People and Child Guardian Act 2000
The objective of this act is to establish the Commission for Children and Young People and Child Guardian to promote and protect the rights, interests and wellbeing of children in Queensland.
- Education (Overseas Students) Regulation 1998
The aim of this regulation is to ensure that providers of courses and programs for overseas students have in place, policies and procedures so as to help the prospective students make informed decisions about the provider.

12. Key Words and Phrases

Compassionate and compelling:

The provider must determine whether the student's request is genuine and be able to assess if their chances of satisfactorily completing the course within the nominated timeframe will be strengthened if they give the student permission to suspend their studies for a short, defined period. Examples of compassionate or compelling circumstances include but are not limited to serious illness or injury (where a medical certificate states that the student was unable to attend classes); bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided); major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime.

Providers have latitude to assess student's individual compassionate and compelling circumstances. The assessment of compassionate and compelling reasons is at the provider's discretion because they have the expertise to manage the circumstances affecting students' learning. Providers therefore can determine policies that state the "certain limited circumstances" they consider acceptable grounds to grant deferral/suspension of studies.

Defer or temporarily suspend:

Deferrals and suspensions are reported by providers to the DIBP through PRISMS. Where a student visa holder appears to have deferred or suspended their studies for an extended period of time for other than genuine compassionate or compelling circumstances, the DIBP may consider visa cancellation.

Deferment:

Refers to a request from the student to delay/postpone their enrolment with the provider.

DIBP:

Department of Immigration and Border Protection

eCOE:

Electronic confirmation of enrolment. Only required for international students for purposes of obtaining a student visa.

Extenuating Circumstance:

Extenuating circumstances may include, but are not limited to the following: the student is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; is at risk of committing a criminal offence.

IELTS:

International English Language Testing System. IELTS assesses the language ability of candidates who need to study where English is the language of communication.

Maintaining student enrolment:

The PGA IGI must maintain the student's enrolment while the complaints and appeals process is ongoing (i.e. make no changes to the international student's enrolment status in PRISMS) but this does not necessarily mean that a student must remain in class. Where this is not practical, the student may be provided class work and supervision to continue his or her studies external to the classroom.

Misbehaviour by the student:

This may include, but is not limited to, behaviour such as acts of discrimination, sexual harassment, vilification or bullying as well as acts of cheating or plagiarism.

PRISMS:

The Provider Registration and International Student Management System. This is the system used to process information given to the DIBP concerning international students by registered providers.

Program:

Refers to the qualification or course. (Note, Griffith University refers to a subject as a course and degree as a program)

Reasonable Adjustment:

Defined through the Disability Discrimination Act 1992, relates to a measure or action taken by an education provider to assist a learner with a disability (Disability Standards for Education, 2005).

RTOs:

Registered Training Organisations (RTOs) are those training providers registered by ASQA to deliver VET services. RTOs are recognised as quality assured and nationally recognised training and qualifications

Study Period:

Trimester, semester or other period as stated by the PGA IGI.

Subject:

Refers to unit of study or cluster of units of competency.

Suspension:

Refers to an enrolled student's studies being temporarily placed on hold.

USI:

Unique Student Identifier.

VET:

Vocational Education and Training enables students to gain qualifications for all types of employment and specific skills in the workplace.

13. Critical & Emergency Phone Numbers/Important Web Resources

- **POLICE 000**
- **AMBULANCE 000** or 112 from a mobile phone
- **FIRE 000**

1. Dial 000 and request the service that you need
2. Remember to remain as calm as you can
3. Speak clearly and give the requested details

CAMPUS SECURITY (GOLD COAST) Security Guards at Sanctuary Cove are qualified first aid officers and contactable 24/7 – 365 Days a week on 5500 3355.

PGA International Golf Institute Staff Phone Numbers:

Please feel free to contact any staff member if you have an emergency or require urgent help or assistance.

PGA IGI Staff Member	Title	Contact Details	Area of Control
Christine Straw	Senior Manager	07 5657 6116 or 0499 990 951	Emergencies and complaints
TBA	Student Services & Administration Co-ordinator	07 5657 6110	Student services, visa & general help, e-learning logins, accommodation
Anna Booth	Programs Co-ordinator	02 8001 4011	Student services, delivery of golf programs and competitions
Jamie Brew	Golf Programs Manager	07 5657 6106 0411 171 831	Management of golf programs and competitions
Luke Bryden	Marketing & Student Recruitment Manager	07 5657 6109	All marketing, agent and student recruitment queries

Other Important Numbers:

Type of Service	Name of Service	Telephone
AIDS Advice and Counselling	AID Connect Help line	1800 038 125
Abortion and Grief Counselling	Abortion and Grief Counselling	1300 792 798
Alcohol and Drug Counselling	Alcohol, Tobacco and other Drug	1800 177 833 (Qld) 1800 422 599 (NSW)
Crisis Care/Child Safety	Dept Community Services	1800 177 135
Depression, anxiety and related substance misuse disorders	Beyond Blue	1300 224 636
Domestic Violence 24X7	Domestic Violence and Sexual Assault	1800 811 811 (Qld) 1800 200 526 (NSW)
Interpreting Services	Within Australia	13 14 50
Local Embassies or Consular Representatives	Department of Foreign Affairs and Trade	1300 555 135
Pregnancy	Crisis Pregnancy	1800 650 840
Poison Information	Poison Information Centre	13 11 26
Suicide Help	Suicide Helpline – Lifeline Australia	13 11 14
Medical providers (bulk bill)	http://www.1800bulkbill.com.au/ to find your nearest bulk billing provider	1800 285 524

Useful web sites

Safety and security for all students in Queensland: [The Study Queensland website](#)

Complaints: Domestic students: [ASQA online complaint form](#)

International students: [Commonwealth Overseas Students Ombudsman](#)

[GolfLink](#) is the official handicap provider for golfers in Australia.

[Money Smart](#) provides hints and tips on managing your finances.

[Student Identifiers Registrar](#)

For international students regarding Student Visas:

[Department of Immigration & Border Protection website](#)

[ESOS Framework](#)

[New permission to work arrangements for student visa holders](#)

[Conditions for Working While Studying](#)

[How to Apply for Permission to Work](#)

[Visa Entitlement Verification Online](#)

[How to apply for a tax file number - Individuals](#)

[Australian Embassies](#)

[Bringing your family to Australia](#)

[Overseas Students Ombudsman](#)

Overseas Student Health Cover providers:

<http://www.ahm.com.au/> or <https://www.oshcworldcare.com.au>

English language skills useful web links:

[International English Language Testing System](#)