



**INTERNATIONAL  
GOLF INSTITUTE**



# **Student Handbook**

## **2019**

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## 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

### *Head Office Postal Address*

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

### *Phone, Fax & Email*

Head Office Phone: **(+61) 7 6567 6116**

Fax (+61) 7 3102 0564

Email [admin@pgaigi.com](mailto:admin@pgaigi.com)

Website [www.pgaigi.com](http://www.pgaigi.com)

### *Student Services Staff*

Student Services Staff are available to assist you should you have any problems or queries:

Christine Straw (Senior Manager) **07 5657 6101**

Jamie Brew (Programs Manager) **07 5657 6106**

Kim Telfer (Student Services and Administration Co-ordinator) **07 5657 6110**

### *Campus Address*

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





## INTERNATIONAL GOLF INSTITUTE

### INTRODUCTION AND WELCOME

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, Central Queensland University and Deakin University. 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, overseas 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 the PGA IGI website, please contact our office to discuss your needs with any of our staff.

We believe our students are part of the PGA IGI team and we take a team approach in assisting you in your study. This means we prefer to be actively involved in your 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 PGA IGI family!

**Christine Straw**  
Senior Manager  
PGA International Golf Institute

## PGA IGI OVERVIEW

### **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. Our head office is located at our Queensland campus on the Gold Coast. Offering education for domestic and overseas 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 our owner the PGA of Australia.

### **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.

### **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 an education and research based institution with its foundations underpinned by proven rigorous academic standards.

The outcomes in the 10459NAT Diploma of Golf Management 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.

### **RTO Details**

The PGA IGI offers nationally recognised, 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.



### **Our Code of Ethics**

The PGA IGI is bound by the requirements of the ESOS Framework including Act 2000 as amended and the National Code 2018 in all of its operations and interactions with overseas students.

The PGA IGI is committed to compliance with the 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, 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.

The PGA IGI will inform all students of any changes that will affect our services to you during your studies, such as a change in ownership of the PGA IGI or changes to any third party arrangements, such as course delivery services we may have with other providers.



## COURSES OFFERED BY THE PGA IGI

### **10459NAT Diploma of Golf Management (CRICOS 084619C)**

This qualification is delivered face to face to domestic and overseas students and online (online only to non student visa holders and up to two years) and comprises of 19 units of competency. The courses focuses on best practices and skills to use towards the towards a career in golf, for more information please visit our website

<https://www.pgaigi.com/diploma-of-golf-management/>

### **BSB61015 Advanced Diploma of Leadership and Management (Domestic students only)**

This is a two year online qualification designed by the golf industry for persons working in the golf industry that want to work towards promotion and the next level, and comprises of 12 units of competency. Please visit the PGA IGI website for more information <https://www.pgaigi.com/advanced-club-management-program/>

### **SIT30616 Certificate III in Hospitality (CRICOS 098172C)**

This one year qualification is delivered face to face to domestic and overseas students and comprises of 15 units of competency. This course teaches students the best practices and skills for use towards a career in the hospitality industry. If you are not currently working in a suitable workplace, the PGA IGI will endeavour to find a suitable work placement for you.

### **SIT40416 Certificate IV in Hospitality (CRICOS 098173B)**

This one year qualification is delivered face to face to domestic and overseas students and comprises of 21 units of competency. This course teaches students the best practices and skills for use towards a career in the hospitality industry.

If you are not currently working in a suitable workplace, the PGA IGI will endeavour to find a suitable work placement for you.

### **SIT50416 Diploma of Hospitality (CRICOS 098174A)**

This one year qualification is delivered face to face to domestic and overseas students and comprises of 28 units of competency. This course teaches students the best practices and skills for use towards a career in the hospitality industry.

If you are not currently working in a suitable workplace, the PGA IGI will endeavour to find a suitable work placement for you.

For further information about our courses, see links below:

- <http://www.pgaigi.com>
- <https://training.gov.au/>
- <http://cricos.education.gov.au/>

## LIVING IN AUSTRALIA

The Gold Coast stretches along 70 kilometres of beautiful coastline and boasts one of the most beautiful hinterlands in Australia. Located just one hour drive, south of Brisbane, and one hour flight from Sydney, the famous Surfers Paradise is only a 30 minutes drive from any destination on the Gold Coast.

### Population

Approximately 600,000 people live on the Gold Coast, making it the sixth largest city in Australia.

### Climate

The Gold Coast is famous for its sunny days and sub-tropical temperatures.

Average summer: 19 - 29 degrees Celsius

Average winter: 9 - 21 degrees Celsius.



*Queensland is called “The Sunshine State”. On the Gold Coast we say, “Beautiful one day... perfect the next”*

### Transport

#### Buses:

Local surfside buses operate from early morning to late at night across the coast and travel to most parts of the Gold Coast.

#### Trains:

City Train operates a daily direct link, every half an hour, between the Gold Coast (Varsity Lakes) and Brisbane, including the Brisbane International Airport service. Additional services are available to the Sunshine Coast and Northern Queensland.

#### Trams:

The G: is a 20.3 kilometre integrated tram system that connects the Helensvale heavy rail to Surfers Paradise and Broadbeach. There are 19 stations along this corridor with high-quality bus interchanges at Helensvale, Southport and Broadbeach.

PGA IGI students are eligible to apply for a 50% concession fare on public transport services across most services in South East Queensland. New students need to purchase an *Adult Go Card* and apply online for tertiary concession fares to be activated on their Go Card.

*Our student services staff will assist you with your transport enquiries. Detailed timetable information can be found at <https://translink.com.au>.*

#### Flights:

Gold Coast airport in Coolangatta is a 30 minute drive to Surfers Paradise. Gold Coast airport and Brisbane Airport are a one hour drive to PGA IGI Offices at Sanctuary Cove

### Cost of Living

The Department of Home Affairs (DHA) advises that the cost of living for overseas students in Australia is approximately AUD **\$20,290** per year, however the Gold Coast is significantly less expensive than the bigger cities, such as Sydney or Melbourne. This figure covers living expenses such as food, accommodation, transport, clothing, fuel, power, telephone, and entertainment, and helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

## **Accommodation**

Student Services staff can direct students to information on a range of accommodation options such as:

### **Shared Accommodation:**

Rental price ranges on the Gold Coast are from around \$165 per week 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.

### **Rented Accommodation:**

Students can either share accommodation or rent an entire unit/house. Prices for a whole unit/house start from around \$240 per week

### **Homestay:**

Homestay provides students with the opportunity to practice English and live with Australian families. Our Homestay is provided by Study Match, <http://www.studymatch.com.au> 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.

### **Know your rights:**

All accommodation decisions and responsibilities are at the sole discretion of the student. Queensland's Residential Tenancies Authority 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.

<https://www.rta.qld.gov.au/>

### **Home and contents insurance:**

Home and contents insurance covers the building you live in and your belongings, such as furniture, clothes and appliances. If you rent a property, building insurance is the responsibility of the owner and you do not need to worry about it. But contents insurance is worth considering if you have valuable items you couldn't afford to replace very easily if something happened to them.

## **Banking**

Australia has a range of choices when it comes to managing your money, from banks that cover the whole country to local credit unions and building societies. Here are some quick tips on setting up your bank accounts.

- Overseas students can set up a bank account before or after they arrive.
- Overseas students will need to have your Electronic Confirmation of Enrolment (eCoE), passport, Letter of Offer and other forms of identification to open a bank account.
- You may also need an Australian Tax File Number (TFN). You can find information about getting a TFN at the Australian Tax Office website (<https://www.ato.gov.au/Individuals/Tax-file-number>).
- Student Services staff at PGA IGI will be able to give you information on how to set up a bank account.
- You can also read advice from the Australian Government's Moneysmart website (<https://www.moneysmart.gov.au/managing-your-money>)

## **Post Office**

The closest post office to PGA IGI is located at the Sanctuary Cove Village. Post Offices are open from 8:30am to 5:00pm, Monday to Friday.

## **Mobile Phones**

ALL mobile phones must be turned off while you are in class at PGA IGI. It is very rude to other students and your trainer to take calls in class. If you need to be contacted urgently while you are attending class, you can inform potential callers to contact the PGA IGI main phone no. 07 56576110





## *Photography Release*

Students at orientation complete the Advertising and Marketing Release form. Any photos that clearly identify a student will only be used if the student has signed and agreed to the Advertising and Marketing Release form. No further consent will be sought.

## *Cleanliness and Hygiene*

One of the most effective ways we have to protect ourselves and others from illness is good personal hygiene. This means washing your hands, especially, but also your body. Personal hygiene, such as bathing, is very much dependent on the culture in which you live. In Australia it is generally accepted that you will shower everyday using soap and hair at least every few days.

Some guidelines of good hygiene are:

- Showering or bathing each morning or evening
- Applying a deodorant (antiperspirant)
- Brushing teeth morning and evening after meals
- Washing hands before meals and after using the toilet
- Washing clothes regularly
- Sniffing is considered bad manners in Australia; and
- Use tissues and put them in the bin.

## *Smoking*

**No smoking is allowed at all on Campus. Those who wish to smoke in BREAK TIMES need to go to the open air spaces of the SCG&CC. The legal age for smoking in Australia is 18. There are strict laws in regards to smoking in QLD.**

## *Tobacco laws in Queensland*

Laws in Queensland include smoking bans for indoor and outdoor public places, as well as tough restrictions on the advertising, display and promotion of tobacco products.

For further information please see website:

<https://www.qld.gov.au/health/staying-healthy/atods/smoking/laws>

## *Sun Safety*

The Queensland Cancer Council recommends the following:

- Slip on sun protective clothing;
- Slop on SPF 50+ sunscreen;
- Make sure your sunscreen is broad spectrum and water resistant; and
- Sunscreen should not be used to increase the amount of time you spend in the sun and should always be used with other forms of protection. Apply sunscreen liberally to clean, dry skin at least 20 minutes before going outside and reapply every two hours.

A broad brimmed, legionnaire or bucket style hat provides good protection for the face, nose, neck and ears, which are common sites for skin cancers. Choose a hat made with closely woven fabric - if you can see through it, UV radiation will get through. Hats may not protect you from reflected UV radiation, so also wear sunglasses and sunscreen to increase your level of protection.

Make use of trees or built shade structures, or bring your own! Staying in the shade is an effective way to reduce sun exposure. Whatever you use for shade, make sure it casts a dark shadow and use other protection (such as clothing, hats, sunglasses and sunscreen) to avoid reflected UV radiation from nearby surfaces.

Sunglasses and a broad brimmed hat worn together can reduce UV radiation exposure to the eyes by up to 98 per cent. Choose close-fitting, wrap-around sunglasses that meet the Australian Standard AS 1067.

<https://www.cancer.org.au/preventing-cancer/sun-protection/>

### **Surf Safety**

Please swim between the red and yellow flags when you go to the beach where you will be watched by a trained Lifeguard.

### **NEVER swim outside the flags..**

Do not swim alone, under the influence of drugs or alcohol, or at night, when no-one can see you.

The ocean can be a dangerous place. **Always try to swim or surf in pairs.**

<https://beachsafe.org.au/surf-safety>



### **Legal Advice**

Free legal advice can be obtained from the Legal Aid Telephone Service on 1300 651 188 or by visiting [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

### **Medical**

Gold Coast University Hospital (public) – 1 Hospital Boulevard, Southport – Telephone 1300 744 284  
Robina Hospital (public) – 8 Bayberry Lane, Robina – Telephone (07) 5668 6000

For overseas students with AHM OSHC follow the link below to direct billing General Medical doctors. Depending on the Doctor you see, you may on occasion experience an 'out-of-pocket' expense which is not covered by AHM. Please ensure you confirm any 'out-of-pocket' expenses you may have to pay prior to your consultation either by asking when making an appointment or by contacting the Direct Billing Clinic or AHM on **134 148**.

<http://www.ahmoshc.com.au/OSHC/medical-centres#search>

### **Fire and Emergency Evacuation Procedure**

Sanctuary Cove Golf and Country Club (SCGCC) has an evacuation plan in case of fire or other emergencies. Regular fire alarm testing is scheduled and performed by the staff of the SCGCC. If an evacuation is ordered, you will hear the fire alarm or your trainer will tell you to evacuate. Please move immediately to the exit doors and the designated assembly area (carpark).

### **First Aid**

Any personal injury sustained at PGA IGI must be reported immediately to PGA IGI staff. A basic first aid kit is available at the office. We cannot supply students with medicines or headache tablets. This is the student's responsibility.

### **Safety**

Australia is considered to be one of the safest countries in the world. However, like in all countries/ major cities, risks should not be taken on the Gold Coast. For example, avoid dark areas at night time, do not attract unwanted attention to yourself with loud behaviour, dress etc. and take care of your valuables and belongings at all times. If you don't know the area well or if you must travel at night, you should travel with a friend. Also, do not ride in a car with someone you do not know, even if they seem friendly or helpful.

### **Gold Coast Campus Security**

Security Guards at Sanctuary Cove are qualified first aid officers and contactable 24/7 – 365 Days a week on (07) 5500 3355.

### **Emergency Phone Numbers**

Police	Phone '000' and say 'Police'
Fire Department	Phone '000' and say 'Fire'
Ambulance	Phone '000' and say 'Ambulance'



## OVERSEAS STUDENTS

### *Student Visa*

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 as amended and the National Code 2018.

Overseas students should make themselves aware of the Education Services for Overseas Students Act 2000 (ESOS Act) . <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Act>

### *Study in Australia on a Student Visa*

To be eligible for an Australian student visa, overseas students must enrol on a full-time basis in a CRICOS approved course. <http://cricos.education.gov.au/>

The Australian Government issues student visas for full-time study on the understanding that overseas students study in Australia and have sufficient funds to cover tuition fees and living expenses for the duration of their time in Australia. Apply for a visa online at the Department of Home Affairs website. <https://www.homeaffairs.gov.au/trav/stud>

### *Student Visa Requirements*

To be granted a student visa, overseas 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 Home Affairs website <https://www.homeaffairs.gov.au/trav/stud>

The Student Visa subclass for PGA IGI Students is 500.

If overseas 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 DHA any overseas 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
- Takes leave of absence without approval
- Does not maintain Overseas Student Health Cover
- Misbehaves

### *Student Health Insurance*

Overseas 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 and countries with reciprocal rights. There are a number of private service providers who offer overseas student health cover (OHSC) <http://www.ahmoshc.com.au/oshc/oshc/>

**Exceptions:** You do not require OSHC if you are:

- A Norwegian student covered by the Norwegian National Insurance Scheme
- A Swedish student covered by Kammarkollegiet
- A Belgian student covered under the Reciprocal Health Care Agreement with Australia.

### *Overseas Student Responsibilities*

All enrolled students are expected to adhere to the PGA IGI code of conduct and Standard 8 Overseas Student Requirements. In addition, overseas 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 course progress.

- Maintaining an acceptable level of achievement throughout the course to ensure that all studies will be completed within the timeframe of their Confirmation of Enrolment (CoE)
- Notifying the PGA IGI Head Office of any changes of their phone numbers, physical address, email address or contact details changes of their emergency contact, including phone number and email address within seven days of the change
- 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)
- Attend all scheduled classes.

While it is the student's responsibility to ensure they comply with these conditions, the PGA IGI will also be monitoring enrolment and course progress. The PGA IGI is required to notify the Department of Home Affairs of any breaches to your student visa conditions. More detailed information on course progress and other visa requirements please see the Overseas Student Visa Requirement policy included in this Student Handbook.

### *Working while Studying*

Overseas 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 classes are not in session).

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 <https://www.ato.gov.au/>

In Australia workers are protected by Australian Law, it is important that you check out our work rights before you accept a job. Pay rates and workplace conditions are set by Australian Law. All people working in Australia, including those from overseas have rights and protection at work. These workplace rights cannot be taken away by contracts or agreements.

If you have a question about your pay and conditions you can contact the Fair Work Ombudsman for free help, and for an overseas student this does not affect your visa. The website has information instantly translated into 40 languages other than English.

You will receive further information about working in Australia at your orientation. Fair Work Ombudsman can be contacted on 131394 or via their website <https://www.fairwork.gov.au/>



For further information you will need for studying in Australia please visit the Studying in Australia website <https://www.studyinaustralia.gov.au/>

## STUDENT SUPPORT SERVICES

### Orientation

Orientation Day is compulsory for all new students who are studying at the PGA IGI face to face. Its purpose is to introduce new students to the PGA IGI 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 have a look around the PGA IGI facilities. It is important that all new students attend the compulsory orientation day. Students will be informed of orientation dates after course enrolment. Orientation is conducted on the first day of commencing your studies.

The PGA IGI will assist students to adjust to study, and life in Queensland and Australia (where relevant), through the 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
- PGA IGI Policies and Procedures.

### Student Assistance

The support services we offer are student focused. The PGA IGI has a range of services including formal and informal counselling services, academic assistance, and Student Services Staff. 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, but the external support service may charge and students should ask for an outline of their fees prior to attending an appointment. 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 services staff 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, unfamiliar food, personal safety, money safety, transport, medical incidents and cultural expectations arise that may impede the successful completion of your study program. Student Services staff is available for support and counselling to help you to resolve any such issues. Student Services staff and the Senior Manager are also available for guidance and counselling in other areas such as academic progress, options for further study and/or career pathways.

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

- 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).

### 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, allergies). If you require specific assistance in relation to your special needs, please advise our office as soon as possible. It is important that the PGA IGI know of any illnesses that may become a danger to the student such as diabetes.

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).



## ADVANCED ENTRY PATHWAYS (Diploma of Golf Management only)

### *Professional Golfers Association (PGA) of Australia*

The Professional Golfers Association (PGA) of Australia (RTO No. 22044) is the peak body for professional golf in Australia. The PGA of Australia delivers education to professional golfers, and golfers studying to become a Full Vocational Member of the PGA of Australia.

Successful graduates of the 10459NAT Diploma of Golf Management may be able to access Advanced Entry Pathways into the PGA Trainee Program. The Advanced Entry Pathway is available to graduates of 10459NAT Diploma of Golf Management, through **face to face learning only**.

This pathway is ideal for graduates who wish to turn their passion for golf into a career as a Full Vocational Member of the PGA of Australia (PGA Professional). All students wishing to enter the PGA Trainee Program must meet the program entry requirements.

Studies in both programs are a combination of full time employment, on-the-job training, face to face training schools and online learning delivered over the calendar year. In addition, students will ensure they retain a professional playing standard through entry in regular PGA Trainee tournaments. Both programs involve accredited and non-accredited training. This pathway is only open to domestic students and overseas students that have full time work rights.

All program information, including qualifications of study, student entry requirements and more are outlined on [www.pga.org.au/education](http://www.pga.org.au/education).



### *University Pathways*

Students who successfully complete 10459NAT Diploma of Golf Management are eligible to apply for credits earned from their PGA IGI studies toward selected Bachelor Degrees with Griffith University (Gold Coast & Nathan Campuses) and ICMS (Sydney Campus).

With both of our partner institutions, students can articulate in to Bachelor Degrees earning up to a one year credit (equivalent) off the regular three year Bachelor Degrees. Students can apply to enter in to the following types of Bachelor Degrees:

#### Griffith University

- Bachelor of Business (majoring in Sport Management)
- Bachelor of Business (majoring in Event Management)
- Bachelor of Business (majoring in International Hotel and Tourism Management)

#### Deakin University

- Bachelor of Business Management (Sports Management)
- Bachelor of Commerce

#### Central Queensland University

- Bachelor of Business
- Bachelor of Hospitality Management

Students can liaise with PGA IGI Student Services team about the application process and steps they are required to take for application to Griffith University or Deakin University for further studies.



## FACILITIES, STAFF AND RESOURCES

### **Head Office – Gold Coast Campus**

Our Head Office and Gold Coast Campus are located at the Sanctuary Cove Golf & Country Club on the Gold Coast. We are close to the motorway (M1) for ease of access to airports and only a ten minute drive to the beach, the hinterland and various shopping malls. There is free parking facilities. 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.

### **Classrooms**

The educational content of all face to face programs is generally undertaken at the Sanctuary Cove Golf and Country Club 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 10459NAT is undertaken on the Palms Course at Sanctuary Cove Golf and Country Club, please adhere to the Sanctuary Cove Golf and Country Club dress code.

### **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 hospitality area. This ensures that all students are provided with real world information and practices from experienced and successful experts in their respective fields.

### **10459NAT Diploma of Golf Management Only**

#### **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'. 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.



#### **Golf Driving Range Facilities –**

Students have access to the practice facilities including the driving range, putting green and pitching green at the Palms Course, at any time of the day, when not in a scheduled class.

### **Hospitality Students Only**

Students studying hospitality with the PGA IGI will enjoy a state of the art hospitality venue for their student work placement under competent highly qualified staff, trainers and assessors.



## STUDYING WITH PGA IGI

### **Academic Resources**

You will be provided with a student login to the PGA IGI e-learning resource, "The Fairway" at orientation. This e-learning platform contains your course readings, assessments, power points and other study information. On campus 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). Students will require their own laptop. We provide internet access and printing services at our head office. The internet is free and there is a small charge for printing.

### **Any other fees that may be payable:**

- Re-enrol into Units of Competence after Qualification completion date - \$100.00 per unit.
- Request for 2<sup>nd</sup> Extension to an existing Assessment Extension - \$100.00 per extension.
- Reprint Qualification Certificate - \$50.00 per reprint.

### **Fee Protection**

Prepaid fees means fees that are collected prior to your course commencing.

#### **Domestic and Offshore Students**

The PGA IGI do not collect any more than \$1,500 from any domestic or offshore student as an upfront fee, this includes the application fee where applicable.

#### **International Students**

All international students prepaid fees are covered under the Tuition Protection Service (TPS). In the event of the PGA IGI are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

### **Student ID Cards**

Students who are studying with the PGA IGI face to face will be issued a PGA IGI Student Identification Card (ID) after enrolment. Students will be required to submit a Head Shot on a clear background to the PGA IGI before Orientation to ensure your Student ID card is ready for you at Orientation. 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.

### **Text Books & Consumables**

The PGA IGI provides all the required program/course materials. From time to time as new materials are required PGA IGI students may be required to purchase these items. Diploma of Golf Management students will be required to supply their own golfing equipment.

### **Unique Student Identifier**

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

It is the student's 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 website below for more details and once you have your USI, provide this on the PGA IGI Form.

Website: [www.usi.gov.au](http://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.

If you would like us, PGA International Golf Institute, to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-theirbehalf>

.You must also provide some additional information as noted at the end of the USI form you will receive at orientation for on campus students and in for orientation pack for online students so that we can apply for a USI on your behalf.

Should a USI exemption apply, the student is made aware prior to enrolment or training that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar

Students who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. For students wishing to apply for an exemption they must complete the Commonwealth Statutory Declaration form found on the USI website and mail it to:

Student Identifiers Registrar  
C/- Department of Education and Training  
GPO BOX 9880  
Canberra 2601

### ***Uniform & Dress (Diploma of Golf Management)***

Each new full time student who studies face to face 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.

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.
- 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 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 of the PGA IGI as per the Uniform and Dress Policy.



### ***Uniform & Dress (Hospitality Students)***

All hospitality students whilst on campus must dress neat and tidy, no singlets, vests, thongs, short skirts or short shorts. Students whilst on work placement will wear clothing as directed by the hospitality venue.



## ***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 who breach Australia's laws will be reported to the correct authorities, including the police and the Department of Home Affairs.

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 course cancellation.

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 the PGA IGI e learning platform, The Fairway.

## ***Language, Literacy and Numeracy (LLN)***

The PGA IGI will assess your LLN when applying for a course of study and/or at commencement of a course. Access will be provided via our e-learning platform, 'The Fairway'. This assessment will identify any areas where a student may require additional support. The PGA IGI aims to provide a positive and rewarding learning experience for all of its students.

## ***Additional Resources***

If you require additional information or resources you may wish to join the local library. Here are the details for Southport Library:

Address: Corner Garden and Lawson Streets  
Southport QLD 4215  
Phone: 07 5581 7200  
Fax: 07 5581 7206  
Website: <http://www.goldcoast.qld.gov.au/library/southport-10109.html>

## ***Credit Transfer & Recognition of Prior Learning***

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):

Recognition of Prior Learning (RPL) is a way of getting any previous relevant experience – working, training, volunteering, including activities in the community – formally recognised towards your qualification. This can reduce the number of units of competency you need to complete.

Credit transfer:

Credit transfer is defined in the AQF as follows: Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Recognition of Prior Learning or Credit Transfer can be applied for via the Fairway.



### ***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
- Grant credit for credentialed programs provided by recognised professional bodies, employers and other authorities where appropriate certification is available
- Recognise prior learning and experience.

### ***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 for Overseas Students***

In Australia, overseas students can use course credits they have already earned to build on their studies. Recognition of Prior Learning (RPL), or credit transfer, refers to the recognition of previous informal and formal training, work experience, professional development, professional licensing and examinations, and other work-based education and training. Credit transfer (CT) can be given for previous vocational education and training (VET) studies.

Overseas students are informed about the availability of CT and RPL in the Application form and the Student Handbook prior to enrolment. Overseas students may apply to CT or RPL via the Fairway once enrolled. If the PGA IGI grants any course credit to overseas students and that reduces the course length, the PGA IGI will:

- Inform the overseas students of the reduced course duration following the granting of either CT or RPL and ensure the overseas students CoE is issued only for the reduced duration of the course if applicable
- Report all course duration changes of reduced amounts due to CT or RPL in PRISMS
- Overseas students are advised to contact Department of Home Affairs

Note: only in very exceptional circumstances will the overseas student be granted CT or RPL that will lead their course duration being shortened, unless it is the last scheduled unit of competency to be delivered.

When an overseas student is granted RPL or course credit, the PGA IGI will give a written record of the decision to the overseas student and retain a written record of acceptance or two years after the overseas students ceases to be an accepted student.

### ***Course Credit Application Process***

PGA IGI staff will provide access to our e-learning platform, the Fairway to an enrolled student. Overseas students requesting RPL will be informed in writing of any potential implication on their current visa and duration of study if RPL is granted. The student must complete the application on the Fairway 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 successful completion of the RPL application, the Programs Manager will make a decision on the applicant's RPL/Credit Transfer application within 14 days of submitting evidence via the Fairway. If the RPL/Credit Transfer application is successful or unsuccessful, the Programs Manager will inform the applicant in writing. For full Course Credit policy please see below or on the PGA IGI website.

<https://www.pgaigi.com/wp-content/uploads/2015/12/PGA-IGI-RPL-and-Credit-Transfer-.pdf>

### ***Assessment***

The Fairway will provide details of all assessment items for each unit.

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
- Required 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/Assessor 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/Assessor.

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) **which can be found on the PGA IGI website and in this Student Handbook.**

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. 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 for Diploma of Golf Management students 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 2<sup>nd</sup> [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 2<sup>nd</sup> [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 **before 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. Should a student require an extension, they should complete and submit the "Assessment Extension Application Form", available via The Fairway, before 23.59 AEST on the assessment due date. Only in exceptional circumstances will a late application be accepted.

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 unit and pay the full unit fee. Overseas students should also be aware of the Course Progress Policy and Procedure located in the Student Handbook.

#### **Timetabling**

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 by the PGA IGI Programs Manager in instances where this occurs.

#### **Attendance Requirements**

Students will be advised in writing and verbally of their responsibility to attend all scheduled classes 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. We are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements due to their poor attendance.

#### **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 enter attendance records in the student record keeping system (VETtrak). 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.

#### **Attendance**

The Student Services and Administration Co-ordinator will review attendance sheets on Friday of each week and report to the Program Manager any student considered at risk or in breach of our academic progress requirements.

##### **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 contact 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 phone. The student will be required to attend a counselling session with the Program 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.

### **Recording Course Progress**

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

The Student Services and Administration Coordinator will run a report from The Fairway for all units of competence successfully completed. Results will be entered into PGA IGI student record keeping system, VETtrak.

### **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 and 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

During the course of your final study period, the PGA IGI administration staff will send you a *Graduation Booking 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. Students may 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 on the student management system.

### **Code of Conduct**

The PGA International Golf Institute (PGA IGI) is a diverse and open society of students, staff, and community. Students are a fundamental part of the PGA IGI and student participation is important. This code aims to provide a simple and clear statement of expectations related to student conduct in academic work and inter-personal relationships when at the PGA IGI.

1. Provide the PGA IGI with all relevant information
2. Enrol prior to closing date and paying applicable fees before or on the due date and maintain payment schedules (if applicable)
3. Understanding the requirements for the assessment of the course
4. Check that holidays, business commitments etc. do not clash with assignment deadlines
5. Observe and follow directions given by instructors on safety matters
6. Observe at all times of all safety, health and hygiene, including appropriate dress, footwear and personal protective equipment
7. Take the responsibility to identify and tell staff about any individual learning needs they have.
8. Take care in the use of IGI's equipment and facilities
9. Be aware and comply with the IGI's policies and procedures
10. Conduct themselves appropriately at all times while a student with the IGI
11. Maintain acceptable course progress
12. Maintain Acceptable attendance levels for on campus students
13. Maintain a high standard of behaviour whilst undertaking education activities and refraining from any activities that may result in damage to property or unduly interfere with the comfort or convenience of other course participants
14. Treat staff and other learners with respect; observe policies and procedures in relation to discrimination on grounds such as, sex, sexuality, race, religion, age, disability and marital status
15. Refrain from sexual harassment
16. Inform IGI of any changes of address / contact details within 7 days of change as per Student Visa conditions and emergency contact details.



17. Treat others with fairness, respect and courtesy and act in a manner that is not threatening, harassing or intimidating or likely to jeopardise the safety of others
18. Be a genuine student
19. Act honestly and ethically in the production of all academic work and assessment tasks. Give recognition to any direct quotes used from other authors or to those authors whose work has made an intellectual contribution to the contents of your work. Acknowledge shared ownership of ideas in group projects or assessment tasks.

Student's enrolment may be suspended or in serious cases cancelled if the above Code of Conduct is not adhered to. This may affect the status of a student visa.

### ***Selection for Competitions & Events (only the Diploma of Golf Management students)***

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.

### ***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 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.

Only domestic students can complete a course fully online, overseas students may complete up to one third of the units of a course online, and is studying at least one unit that is not online unless it is the last unit.

### ***Study Period Timetables***

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

### ***Critical Incidents***

The National Code 2018 specifies that the PGA IGI must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

PGA IGI has a general policy and procedure on critical incidents, which applies to incidents involving staff and domestic and international students. The PGA IGI realises and accepts that in most cases overseas students do not have close family available to care and provide support to them in Australia.

In a critical incident involving overseas students, PGA IGI will respond in a practiced and timely way with support or referral and that regular information is relayed to families overseas and that ongoing support is provided to a student in need. All critical incidents are comprehensively recorded and maintained.

### ***Definition of a Critical Incident:***

A traumatic event, which is likely to cause extreme physical and/or emotional distress involving the PGA IGI, its staff and/or students.



**Traumatic Event:** a traumatic event is not limited to, but could include:

- Missing student
- Any fatality or serious injury
- A serious traffic collision
- Murder or suicide
- Physical / sexual assault or domestic violence
- Severe verbal or psychological aggression
- Fire
- Explosion or bomb threat
- A hold up or attempted robbery
- Serious threats of violence
- Storms or natural disasters, and
- Drug or alcohol abuse.

### **Academic Support**

The PGA IGI facilitates access to learning support services, for all modes of study, consistent with the requirements of the course and the learning needs of the overseas student. Students are monitored very closely to ensure their progress does not fall behind. Trainers and assessors/Student Services make regular contact with students as per Standard 8 of the National Code 2018 Overseas Student Visa Requirement.

### **Overview of Responsibilities**

The PGA IGI will support and care for all overseas students during their period of study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their course of study, and underpin this with documented critical incident management procedures. In order to ensure critical incidents are managed effectively, the responsibilities for critical incident management are as follows:

**Strategic Management** - The Senior Manager of the PGA IGI manages the broad organisational response, the continuity of business operations and contingencies, and the recovery and review phases.

**Operational Management** - Any appointed staff member under the leadership of the Senior Manager will manage the incident scene until the arrival of relevant personnel / emergency service. The Student Services & Administration has been delegated by the Senior Manager and is responsible for the day to day management of this policy. The procedures to be followed are outline in our Critical Incident Policy document.

### **Compliance Information to Staff and others**

The National Code 2018 provides that the PGA IGI must ensure that its staff members that interact directly with overseas students are aware of their obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

Staff members are made aware of their obligations in the following ways:

- At staff induction
- Compulsory successfully completing the ISANA Online Tutorial on the national Code 2018
- Policies and Procedures
- Internal Audits
- External Audits
- Training sessions, informal and formal.

### **Education Agents**

PGA IGI takes all reasonable measures to ensure that the education agents it engages are ethical, professional and have a working knowledge of:

- a) The National Code 2018,
- b) The ESOS Act, and
- c) PGA IGI's products and services

PGA IGI will not recruit or maintain a relationship with any education agent who is unethical, dishonest, or does not adhere to the principles of the agreement.

This policy applies to all international education agents, or their employees engaged by PGA IGI, on any basis and at all times, as per Standard 4 of the National Code 2018.

This policy has been developed in accordance with the Standards for Registered Training Organisations 2015, The ESOS Framework including the ESOS ACT 2000 as amended and National Code 2018 Standard 10.

## **OVERVIEW**

This policy deals with complaints and appeals about the PGA International Golf Institute's (PGA IGI) Registered Training Organisation (RTO ID 31270), third parties, staff, trainers, assessors and students. This policy also details the process for any complaints and appeals made.

This Policy and Procedure will ensure that all complaints and appeals are dealt with fairly and efficiently and applies to all students.

## **Definitions**

Appeal: An appeal is where a student of an RTO, or other interested party, may dispute a decision made by the PGA IGI. The decision made by PGA IGI may be an assessment decision or may be about any other aspect of the PGA IGI operations.

Complaint: A complaint is any expression of dissatisfaction with an action product or service of the PGA IGI. This may be informal (not officially recorded) or formal (made on an official complaints form and recorded).

The complaints and appeals process is independent, easily and immediately accessible and inexpensive to the parties involved. The process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by PGA IGI, or anyone who has allegations made against them, to tell their side of the story before a decision is made. PGA IGI will ensure the decision maker is independent of the decision being reviewed (for example, an assessor should not consider or decide an appeal against an assessment decision they made). This includes any complaint or appeal for any circumstances regarding the dealings with the PGA IGI or their education agents.

The complaints and appeals process includes informal and formal lodgement of a complaint or appeal. The PGA IGI will endeavour to resolve any complaint or appeal informally so a formal complaint or appeal can be avoided. Student's complaints or appeals may be related to but not limited to education agents or any related party the PGA IGI has an arrangement with to deliver a course or related service.

The PGA IGI has a process for all students to lodge a formal complaint or appeal if a matter cannot be resolved informally. All complaint and appeals are handled in a professional, fair and transparent manner. The student is kept informed of the process at every step and is given a detailed statement of the outcome, including the reasons and the student is informed that a written record of the complaint or appeal will be kept. There is no cost to an internal complaint or appeal process. Students are welcome to be accompanied and assisted by a support person at relevant meetings.

If the student is not satisfied with the outcome of the internal complaint or appeal they are advised they have the right to access an external complaints handling and appeals process at minimum or no cost.

The PGA IGI will commence assessment of the complaint or appeal with 10 days of it being made and finalise the outcome as soon as practicable.

## **Process**

Students are encouraged to speak to a staff member at the PGA IGI to discuss any complaint or appeal. All staff at the PGA IGI is open to discuss and resolve any issues informally. Students can either make an appointment with the staff member they would like to have a discussion with or ad hoc if the staff member is not busy. A recording of the conversation will be kept on the students file and in the Complaints and Appeals register, including the outcome

If the student is not satisfied with the outcome the student is informed that may lodge an internal formal complaint or appeal. Students wishing to lodge an internal formal complaint or appeal may do so via completing the form Complaints and Appeals on the Fairway. All complaints and appeals will be responded to in writing within 10 working days of the formal complaint/appeal being received by the PGA IGI and completed within a reasonable timeframe

The PGA IGI treats all complaints and appeals seriously. The PGA IGI will investigate each complaint or appeal and work with the student to resolve any issue using a fair and equitable process ensuring the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

The process for the lodgement and hearing of appeals and formal complaints is as follows:

1. The assessment of the complaint or appeal will commence within 10 working days of it being lodged and will be finalised as soon as practicable.
2. The student may formally present his or her case at minimal or no cost and be accompanied and assisted by a support person.
3. The complaint or appeal will be reviewed by the Senior Manager who will then notify the student of the decision in writing within 20 working days of the complaint or appeal being lodged. If a decision cannot be made the complaint or appeal will be forwarded to the General Manager-Education.
4. The General Manager–Education will then make a decision and notify the Senior Manager of the outcome, who will then notify the student of the decision in writing within 10 working days of the complaint or appeal being escalated to the General Manager - Education.
5. The student will be informed of the decision by personal contact if practicable prior to the notification being forwarded to the student in writing. A record of any conversation or written notices will be saved in the students file and the outcome noted on the Complaints and Appeals register.

The PGA IGI will allow parties who have used this procedure to access records of that use, but otherwise keep the records confidential.

At each stage of the complaint or appeal process, the student will be kept informed of the next step and notes recorded on their iMIS and student management system file. Students will be kept informed of the process and decisions at each stage of the process.

If the student is appealing an assessment decision an independent assessor will review the assessment and conclude the outcome.

If a student wishes to undertake the internal complaints or appeal process, their enrolment will be maintained whilst the process is ongoing. In case of an overseas student who is appealing a decision to report for unsatisfactory course progress the student's enrolment will be maintained until the internal and external complaints process is complete. If the appeal is to defer, cancel or suspend an overseas student's enrolment due to misbehaviour then the PGA IGI only needs to wait until the outcome of the internal appeals process before notifying the Department of Education through PRISMS of the change to the student's enrolment. If a decision is made that supports the student, PGA IGI will immediately implement any decision and/or corrective/preventative action required.

The PGA IGI has a fair and equitable process for dealing with student complaints and appeals. In the event that complaints or appeals cannot be resolved internally the student can access the external complaints and appeals process (See Below).

In the instance that the student is not satisfied with the handling of their complaint by the PGA IGI, they may seek external assistance and lodge their complaint with the registering body or the National Training Complaints Hotline at the Department of Education and Training, telephone: 1300 566 046 or use the online form on <https://www.education.gov.au/contact-department> or write to Department of Education and Training, GPO Box 9880, Canberra ACT 2601.

#### External Complaint / Appeals:

Overseas students wanting to initiate an external complaint or appeal may contact the Overseas Student Ombudsman if they have complaints regarding the actions of the PGA IGI. The Overseas Students Ombudsman investigates complaints that International students have with private education and training in Australia.

Website: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Phone (within Australia): 1300 362 072

Phone (International): +61 2 6276 0111

Domestic students wanting to initiate an external complaint or appeal can contact Australian Skills Quality Authority (ASQA) only after the internal complaints and appeals process has been finalised.

Website: <https://www.asqa.gov.au/complaints/make-complaint-domestic-students>

Phone: 1300 701 801

## OVERVIEW

This policy deals with the PGA IGI Program fees payment and refunds.

PGA IGI Program fees are prescribed annually by the PGA IGI Board.

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 Agreement. The PGA IGI may 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 Application fee.

## OVERSEAS STUDENTS

### Student Fee Refunds Overview

This section applies to those students who are 'overseas students' as defined in the National Code. This section does not apply to domestic students.

- Except as provided by law, a refund of Tuition fees will only be granted in accordance with this Refund Policy;
- Each student acknowledges and agrees to the terms and conditions of the Refund Policy on signing the PGA IGI Letter of Offer and Student Agreement;
- The terms and conditions set out in this Refund Policy 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 Application fee.
- This 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.

In the unlikely event that the PGA IGI is unable to deliver the course in full, the student will be offered;

- A refund of all the course money paid by the student to date for that course. The refund will be paid within **twenty eight (28) days** of the day on which the course ceased being provided.
- Alternatively, the student may be offered enrolment in an alternative course offered by another provider (if available). Extra costs if any are at the expense of the PGA IGI.

The student has the right to choose whether to seek a full refund of course money, or to accept a place in another course. If the student chooses placement in another course, the PGA IGI will ask the student to sign a document to indicate acceptance of the placement.

For Overseas Students; The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist overseas students whose education providers are unable to fully deliver their course of study. The TPS ensures that overseas students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

Application fees, surety amounts and course fees must be paid directly to the PGA IGI by the student or their representative.

Fees must be paid in Australian dollars and we will make any refund of fees in Australian dollars less any bank charges. Fee refunds will be paid directly to the student or in certain circumstances to a third party if the student gives us a written direction to do so. Our program application fee does not form part of our tuition fees and is a nominal fee charged for processing course applications. The application fee is non refundable.

### **Total Refunds**

Tuition fees less the application fee will be refunded in full where:

- The course does not start on the agreed starting date which is notified in the Letter of Offer;
- The course stops being provided after it starts and before it is completed;
- The course is not provided fully to the student because the PGA IGI has a sanction imposed by a government regulator;
- An offer of a place is withdrawn by the PGA IGI.

A full refund less the application fee will be provided to the student where:

- A student is unable to obtain a student visa;
- Illness or disability prevents a student from taking up the course (evidence required i.e. medical certificate);
- A student fails to meet the English or other requirements for admission for the course;
- There is death of a close family member of the student (parent, sibling, spouse or child) prior to course commencement.

### **Partial Refunds**

Partial refunds will be provided in the following circumstances, **less \$1000** and the application fee:

- Prior to course commencement where the PGA IGI withdraws an offer based on incorrect or incomplete information supplied by the student;
- Where a student, after accepting an offer of a place, withdraws from a course more than 20 working days before the commencement of the course.

Partial refunds will be provided in the following circumstances, **less \$2000** and the application fee:

Where a student, after accepting an offer of a place, withdraws from a course less than 20 working days before the commencement of the course.

### **No Refund of Fees**

Where a student commences the course, no refund is applicable in the following circumstances:

- A student withdraws or defers from a course after commencement.
- A student whose enrolment is either suspended or cancelled by the PGA IGI for whatsoever reason during a semester, including but not limited to misbehaviour or non-payment of fees to the PGA IGI.
- A student whose visa is cancelled by Department of Home Affairs during or prior to a semester;
- A student has a change of mind and does not want to do the course or has a change in personal circumstances;

Illness or injury (student may apply for compassionate and compelling circumstances in certain circumstances, see relevant section in this document)

### **Refunds for Students who obtain Permanent Resident Visa Status**

If a student is granted Australian Permanent Resident status before commencing in a course but after the date of the Letter of Offer for the course:

- The fee paying overseas place will be withdrawn;
- If the student still wishes to study at the PGA IGI they must apply for a domestic place and will be subject to the selection criteria and fees applicable to domestic applicants for that course;
- If the student has already paid any of the tuition fees applicable to overseas students for the study period, in part or in full, a total refund of these fees is payable to the student, less the Application Fee which is non refundable.

If a student is granted Australian Permanent Resident status after commencing in a course:

- The student will be eligible for a domestic place and will be subject to the selection and fees applicable to domestic applicants for that course pro rata;
- If the student has already paid the tuition fees applicable to overseas students for the study period in part or in full, a refund of the difference between what has been paid and the amount due (as a domestic student) will be refunded to the student, less any administration costs associated with the students international position (agent fees);
- Payments will be processed within **fourteen (14) days** of accepting the new offer of a place as a domestic student.

### **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 Australia dollars within **fourteen (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 study period 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 (1) study period. If refund applications are not received within **twelve (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 Money Act 2008.

### Process for Claiming Refunds

Refund applications for full or partial refunds must:

- Be made in writing on the Request for Refund Form
- Set out the reasons for the application;
- Be accompanied by supporting documents as may be appropriate;
- Be forwarded to:

PGA IGI Senior Manager – [cstraw@pga.org.au](mailto:cstraw@pga.org.au)

The information provided by the student on the Application for Refund Form must include:

- The date of the claim;
- The student's full name;
- The course in which the student was enrolled;
- The basis for making the claim;
- The amount claimed;
- The address to which the refund is to be forwarded or the student's bank details;
- The student's signature;
- All documents relevant to the consideration of the claim.

Refund applications will not be processed where the signature on the Application for Refund Form does not match the student's signature as shown on other documents provided by the student for admission to the PGA IGI. A Refund Calculation Statement will be prepared and forwarded to the student and any refund will be made in Australian dollars (AUD) less any bank fees or Agent Fees. The PGA IGI is not liable for any variance from the foreign exchange rates fluctuations. The funds covering the tuition fees must be cleared (i.e. cheques cleared, telegraphic transfers received etc) and all debts to the PGA IGI must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.

Where a student is dissatisfied with a decision to provide or not to provide a refund they can appeal that decision in accordance with the PGA IGI's Complaints and Appeals.

### Payment of Refunds

On receipt of an application for a refund of fees the application will be forwarded to the PGA IGI Senior Manager.

Where:

- The course does not start on the agreed starting date; or
- The PGA IGI stops the course after it starts and before it is completed; or
- The course is not provided fully to the student because PGA IGI has a sanction imposed by a government regulator and the student has requested a full refund of fees rather than placement in an alternate course, the refund of fees will be paid in full to the student within fourteen (14) days.

In any other circumstance, the PGA IGI will refund the amount within **twenty-eight (28) days** after receipt of the completed and signed Request for Refund Form together with appropriate supporting documents.

Note: The date of the notification for application for refund is the date the completed and signed Application for Refund is received by the PGA IGI.

If a third party is instructed to collect the refund for example the student's education agent, the PGA IGI need the request in writing from the student allowing the refund to be paid to the third party except in the case of death then the refund will be paid directly to the beneficiary. The beneficiary must provide supporting evidence that they are the beneficiary before a refund can be granted.

### Compassionate and Compelling Circumstances

In certain circumstances the PGA IGI Senior Manager may consider that a student has proven compassionate and compelling reasons as to why they want to defer or withdraw from a course after it has commenced. Each application for compassionate and compelling circumstances will be assessed on a case by case basis. In such cases the PGA IGI Senior Manager may make a decision to:

- Refund all or part of any fees paid by the student;
- Offer a place in a future course and credit current student fee amounts paid to that course

Note: Compassionate and compelling circumstances are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:

- Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible death certificates 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;
- Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologist's reports).

Please note: Refunds for overseas students may be given less any agent commission paid. Overseas student may have to claim agent commission refunds directly from their education agent.

A refund to a third party can only be granted if the PGA IGI receive written permission from the student.

### **Pre Paid Fees and Instalment Payments**

For domestic students the PGA IGI does not collect more than \$1,500.00 in advance and the remaining fees are collected pro rata as services are delivered. For Overseas Students if the PGA IGI is unable to provide a refund in the unlikely case of not being able to deliver a course the TPS will assist students to find options for completing their study in Australia. If there are no suitable alternative courses or offers, students may apply for a refund of the amount of any unspent pre-paid tuition fees students have paid the PGA IGI. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received.

### **Fee Refunds Policy (non VET Student Loan)**

Applications for refunds are to be processed by the PGA IGI within **fourteen (14) days** of receipt of the student submitting the Request for Refund of Payment form. Successful refund application payments are to be reimbursed to the person who made the original payment to the PGA IGI within 28 days of receipt of the Request for Refund of Payment form.

Applications for refunds must be made to the PGA IGI Senior Manager in writing. Students seeking a refund should follow the steps outlined in this policy. The PGA IGI will keep up to date records of all fees refunded to students.

The PGA IGI does not tolerate its staff, or anyone acting on its behalf, engaging in conduct that is false, misleading, deceptive or otherwise unconscionable when liaising with students who are seeking a fee refund.

#### Exceptional Circumstances

Applications for refunds due to exceptional circumstances will be reviewed by the PGA IGI Senior Manager. A decision will be made within **fourteen (14) days** of receipt of an application. A written outcome will be given to the student on the PGA IGI Senior Manager's decision and any amounts deemed refundable are payable within **fourteen (14) days** of the PGA IGI Senior Manager's decision.

#### Student Program Deferral

In the case of deferral, the fees will be retained by the PGA IGI until the recommencement of study.

If a student subsequently withdraws, the Refund Policy will apply as per the student withdrawal process / timeframes at the date the PGA IGI was advised in writing of the withdrawal. The PGA IGI reserves the right to apply the Fee Refund Policy to the date of the initial deferral.

### **Professional Development Program (PDP) – Non accredited training**

This is a non-accredited golf training program. The PGA IGI Player Development Program is optional for students studying the PGA IGI Golf Management Program at our Gold Coast Campus.

Commitment to the PGA IGI Player Development Program is for the period of 32 weeks and will be delivered simultaneously, through face to face study, at the PGA IGI Gold Coast Campus.

Payment for the PDP is paid in 4 instalments with your Term Tuition Fees.

**Outline of fees refundable** - please see full refund policy for more information.

Students should apply to PGA IGI in writing for any refunds. All refunds will be processed no later than 28 days.

The course does not start on the agreed starting date which is notified in the Letter of Offer	Full refund less Application Fee
The course stops being provided after it starts and before it is completed	Full refund less Application Fee
The course is not provided fully to the student because the PGA IGI has a sanction imposed by a government regulator	Full refund less Application Fee
An offer of a place is withdrawn by the PGA IGI a student is unable to obtain a student visa	Full refund less Application Fee
A student applies for a Student Visa (500) and the application is refused by Department of Home Affairs	Full refund less Application Fee
Illness or disability prevents a student from taking up the course (evidence required i.e. medical certificate);	Full refund less Application Fee
A student fails to meet the English or other requirements for admission for the course	Full refund less Application Fee
There is death of a close family member of the student (parent, sibling, spouse or child) prior to course commencement	Full refund less Application Fee
Where a student has applied for a VET Student Loan and withdraws before on or before the census date	Full refund
Prior to course commencement where the PGA IGI withdraws an offer based on incorrect or incomplete information supplied by the student	Partial refund less \$1000 and Application Fees
Where a student, after accepting an offer of a place, withdraws from a course less than 20 working days before the commencement of the course.	Partial refund less \$2000 and Application Fees
A student withdraws or defers from a course after commencement	No Refund
A student whose enrolment is either suspended or cancelled by the PGA IGI for whatsoever reason during a semester, including but not limited to misbehaviour or non-payment of fees to the PGA IGI	No Refund
A student whose visa is cancelled by Department of Home Affairs during or prior to a semester	No Refund
A student has a change of mind and does not want to do the course or has a change in personal circumstances	No Refund
Illness or injury (student may apply for compassionate and compelling circumstances in certain circumstances, see relevant section in the full refund policy)	No Refund
Where the student dies after commencement of the course a refund of the unused portion (pro rata) of any tuition fees will be refunded.	Partial Refund

All fees and charges are subject to change and where applicable, include GST. Fee changes will be notified in advance for the following year and updated in the Student Prospectus for domestic and overseas students. Fees are correct at the time of printing. All bank transfer fees and charges are the responsibility of the student.



## OVERVIEW

The policy outlines PGA International Golf Institute (PGA IGI) expectations of students conduct relating to the academic component of the PGA IGI's Programs. Students must undertake the academic component of the PGA IGI Programs honestly and ethically.

All PGA IGI students must adhere to the standards outlined in this document. Any activity that is deemed to be contrary to the prescribed standards will be deemed to be academic misconduct. PGA IGI has a 'zero tolerance' approach to misconduct and penalties of varying severity may be applied.

## MISCONDUCT

Academic misconduct may include any or all of the following;

- Submit for assessment any copied or fabricated data as if gathered by research, observation or investigation.
- Include in assessment items, material which (in the opinion of the assessor) may be the result of significant assistance from another student or outside agency.
- Assist another student to present an item for assessment as if it was his or her own individual work. This includes providing a hard-copy or electronic copy a section of an assessment or a fully completed assessment.
- Present the work or intellectual property of another person as if it were one's own (plagiarism).
- Dishonest conduct in any form of assessment, including exams.
- Share or utilise another students log-in details for The Fairway.

## PLAGIARISM EXAMPLES

- Word for word copying of sentences, phrases, quotes or paragraphs without clear references to the original work/s.
- Re-wording or paraphrasing sentences, phrases, quotes and paragraphs without clear references to the original work/s.
- Presenting another person's ideas or data without suitable acknowledgement of the original source.
- Copying computer files.
- Knowingly altering variable names in software Programs to transform another students' work.

## SOURCES

The following sources (or original work/s) must be clearly referenced when used to complete assessment tasks:

- Books and Manuals
- Articles – printed or electronic
- Published items
- Unpublished items
- Seminar and conference papers
- Reports, lectures and notes
- CD-Rom's, DVD's and other electronically recorded materials
- Websites
- Interviews

## REFERENCING AND BIBLIOGRAPHY

PGA IGI expects that references and bibliographies are included in all relevant PGA student assessments unless otherwise requested or directed by your Assessor.

Information on how to reference assessment items is provided on the Fairway under Learning Resources. Subsequent copies of this information are available by contacting the PGA IGI.

## INVESTIGATION PROCESS

***If a student is suspected of cheating, the trainer/assessor will investigate to establish evidence to support the suspicion.***

If there is evidence to support the suspicion, the assessment reviewer will notify the Programs Manager and set out the concerns to the student in writing, requesting a time to discuss the matter. The student will have the opportunity to counter the allegations made against them.

Once the student has provided their response, the Programs Manager will advise the student in writing of the decision.

## PENALTIES

Penalties for Academic Misconduct will be prescribed according to the following guidelines:

- 1) An initial offence by a PGA IGI student will result in immediate failure of the assessment item. A letter confirming the failure will be forwarded to the PGA IGI student and a first offence will be recorded against the PGA IGI students file.  
\*In accordance with accredited training requirements, a validly completed assessment item may need to be re-submitted, with the original mark remaining for the overall subject area.
- 2) A second offence during a PGA IGI student's time in the PGA IGI Program will be referred to the PGA IGI Senior Manager for the application of further penalties.
- 3) It is a minor or unintentional offence and the student will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning, to ensure they have the knowledge and skills pertaining to that particular unit of competency.
- 4) It is a serious offence and the student will fail the unit of competency. Students will have to re enrol into the unit of competency at a rate of \$100.00 for each unit of competency. Repeated offences of cheating (minor or serious) will result in failure of the subject/unit of study plus a record on the student's file, together with the reason. Serious offences may lead to the cancellation of the course.

## **Monitoring Course Progress**

The PGA IGI closely monitors course progress of students. The PGA IGI monitors course progress to ensure the student is progressing in their course.

The PGA IGI Programs Manager assesses midterm and at the end of each student period (ten week term) the students course progress. The Programs Manager assesses the student's course progress midterm to identify, notify and assist overseas students to ensure the student is in a position to complete their course within the expected duration.

The Programs Manager will assess each student's course progress midterm by assessing the amount of assessment work completed. The Programs Manager will inform the student if their course progress is assessed as being at risk. A student would be deemed at risk if they had not been found to have completed the allocated units of competency by the due date as per timetable at the midterm period and an intervention strategy would be implemented at this time to avoid the student either failing or becoming further behind and not being up to date at the end of the study period. Students are informed of the procedure if their course progress does not improve, no formal warning letter at this stage will be given.

If a student has not completed and been found competent in the allocated units of competency by the due date as per their timetable for a study period (an allowance of one unit outstanding may be allowed depending on the students circumstances) another intervention strategy will be implemented. The student is informed they may access the PGA IGI Complaints and Appeals process within 20 working days.

The implementation strategy may include but not limited to:

- Reviewing study techniques and skills
- One on one support meetings with trainers/assessors
- Small group tutoring sessions with trainers/assessors
- Providing English language support if required (lessons from an English teacher may cost extra if a referral to an English teacher is required)
- Private tutoring (may cost extra to employ a private tutor)
- Improving attendance if attendance is low
- Advising the student of the suitability of the course they are enrolled in
- Informing students of the opportunities for re assessment
- Attend informal/ formal counselling sessions as required
- Receive assistance with personal issues that might be impeding course progress
- Enter into a study agreement with timeframes for completing assessments
- Golf course access/membership may be suspended until students course progress is no longer at risk

The above intervention strategies are to assist students to be able to complete their course of study within the expected duration.

Students must attend all scheduled classes. The Programs Manager completes the Attendance Roll at each scheduled class. All students receive a timetable with scheduled classes and due dates for all of their assessments and units of competency to ensure students are in a position to be able to complete the course of study within the expected time frames. Students who are ill and cannot attend class must inform Student Administration either by phone or email as soon as practical. Students who miss two classes must produce a medical certificate. Students will be contacted by Student Administration if they are absent for more than two days without contact, if a student cannot be contacted for more than five days their emergency contact listed will be contacted to inform them of the students absence. If the student remains uncontactable they will be reported to the police/federal police as a missing person.



## OVERVIEW

This policy has been developed in accordance with the Standards for Registered Training Organisations 2015, The ESOS Framework including the ESOS ACT 2000 as amended and National Code 2018 Standard 6.

## INTRODUCTION

The PGA IGI has an obligation to support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course. The support services and orientation program we offer overseas student focused.

The PGA IGI has a **Critical Incident Policy** to ensure the interests of all students and their families are managed appropriately in certain circumstances that would be considered distressing and upsetting for all students and/or family member. The PGA IGI take all reasonable steps to provide a safe environment on campus and advise all students and staff on actions they can do to enhance their personal security and safety. The PGA IGI informs all students about how to seek assistance for and report an incident that significantly impacts on their well being, including critical incidents.

### Student Assistance

The PGA IGI has a range of services including formal and informal counseling services, academic assistance, and Student Contact Officers (SCO). These services are provided at no additional cost to overseas students. If it is necessary to refer an overseas student to an external support service e.g. medical practitioner, the PGA IGI does not charge for the referral.

Overseas students are made aware of these services and provided with afterhours contact details for SCOs at orientation.

Students are provided with a list of phone numbers for a number of external service providers, ranging from phone counseling to alcohol and drug services as well as a comprehensive guide to all community and social services on the Gold Coast in the form of the [Gold Coast Community Directory](#) .

### Arrival Services

Commencing international students may have access to arrival services which may include:

- Arrangement for temporary accommodation by request (chargeable to the student);
- A greeting service including assistance in using public transport, opening bank accounts and purchasing a car, these are provide both pre and post orientation (at no charge to the student).

### Orientation and Enrolment Program

The PGA IGI will assist overseas students to adjust to study and life in Australia via a number of mechanisms, including through the provision of an age and culturally appropriate orientation program that includes information on:

- Support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- Any relevant legal services
- Emergency and health services including emergency phone numbers
- PGA IGI facilities and resources
- Complaints and appeals policy and procedure outlined
- Requirements for course progress
- Support services available for overseas students with general or personal circumstances that are adversely affecting their education in Australia
- Services students can access for information on their employment rights and conditions, and how to resolve work place issues, such as through the Fair Work Ombudsman
- The designated member or members of staff to be the official point of contact for overseas students.
- Program outline
- Overseas students rights and responsibilities
- Overseas students visa obligations

We also provide a Student Handbook with information and web linked resources coverings topics such things as:

- Alcohol and Drug Information
- Pregnancy Support Australia
- Dept of Community Services
- Beyond Blue
- Domestic Violence and Sexual Assault
- Interpreting Services
- Legal advice and guidance
- Local Embassies or Consular Representatives
- Poison information Centre
- Medical providers (bulk billing)
- Lifeline
- ASQA
- Overseas Student Ombudsman

Orientation is compulsory for all new students and students are required to sign an orientation roll as evidence of attendance and receipt of documents and other orientation documents. These services are provided to the student at no cost.

### **Student Contact Officers**

The National Code 2018 requires the PGA IGI to designate members of staff to be the official point of contact for students. Student Services & Administration, Programs Manager and the Senior Manager have been designated with specific responsibility for the provision and coordination of support services to overseas students. These services include counseling to assist students to adjust to study and life in Australia, including any academic or attendance problems.

Overseas students are made aware of these services during the orientation program and are provided with contact details for all designated staff members. All staff members at the PGA IGI that interact with overseas students are familiar with the PGA IGI's obligations under the ESOS framework and the National Code 2018 and have current QLD Working with Children Blue Cards.

All PGA IGI staff is expected to successfully complete the Isana online National Code 2018 tutorial. All student contact personal is aware of and has access to up to date details of the PGA IGI support services. For academic support with overseas student's studies the contact person is the Programs Manager.

### **Sufficient Student Support Personnel**

The National Code 2018 requires that the PGA IGI have sufficient support personnel to meet the needs of its students.

Students are informed at orientation and provided the contact numbers and email addresses for:

- Senior Manager
- Student Services
- Programs Development Manager
- Golf Coaches

The PGA IGI offers reasonable support to overseas students the enable them to achieve expected learning outcomes regardless of the overseas persons place of study. The overseas students have access to the learning platform the Fairway 24 hours per day, here overseas students will find all their learning materials, a student discussion board where they can communicate with others students and all their assessment materials. If students felt as though they need more support, they can make an appointment to see the Programs Manager Monday – Friday. If a student is studying online the Programs Manager can be contacted business hours via phone or email to support students in their studies.

## OVERVIEW

This policy has been developed in accordance with the Standards for Registered Training Organisations 2015, The ESOS Framework including the ESOS ACT 2000 as amended and National Code 2018 Standard 7. The purpose of this policy is to ensure the PGA IGI do not enrol an overseas student seeking to transfer from another provider prior to the overseas student completing six months of their principle course only under certain circumstances. The PGA IGI will not actively seek any overseas student that has not completed six months of their principle course.

## POLICY

The PGA IGI will only accept a student who has not completed six months of their principle course if the following applies:

- The registered provider or the course in which the overseas student is enrolled has ceased to exist to be registered
- The releasing registered provider has had a sanction imposed on its registration by the ESOS Agency (ASQA) that prevents the overseas student from continuing his or her course at that registered provider
- The releasing registered provider has agreed to the overseas students release and recorded the date of effect and reason for the release in PRISMS
- Any government sponsor of the overseas student considers the change to be in the best interest and has provided written support for the change.

This policy and procedure outlines the processes for assessing overseas student transfer requests prior to completing six months of their principle course. This policy and procedure is available in the Student Handbook and is made available to all students prior to enrolment. All staff can access this policy via the Google drive and the Fairway.

The overseas student who wishes to transfer from the PGA IGI to another registered provider must:

1. Lodge a written request to transfer to another provider and they must include a valid Letter of Offer from another registered provider, the PGA IGI will make a decision on whether to grant the transfer within two weeks of receiving all signed documents listed in the Overseas Transfer Request Application Form available from Student Administration.

The PGA IGI will grant the overseas students application for transfer under the following conditions:

2. The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the PGA IGI intervention strategy to assist the overseas student in accordance with National Code 2018 Standard 8
3. There is evidence of compassionate and compelling circumstances, compassionate and compelling circumstances are generally beyond the students control and if these circumstances an impact on a overseas students well being and or on their ability to progress in their course of studies, these can include but are not limited to:
  - Serious injury or illness with a medical certificate
  - Bereavement of a close family member, if possible the death certificate should be provided as evidence
  - A major political upheaval or natural disaster in the overseas students home requiring emergency travel and which has or may have impact on their studies
  - A traumatic experience which could include but not limited to:
    - Involvement in or witnessing of an accident or crime
    - A crime committed against the overseas student
  - Other clearly compassionate and compelling circumstances at the discretion on the PGA IGI Senior Manager
4. The PGA IGI fails to deliver a the course outlined in the written agreement
5. There is evidence that the overseas students reasonable expectations about their current course are not being met

6. There is evidence that the overseas student was misled by the PGA IGI or one of their education agents regarding the PGA IGI course and is therefore unsuitable to the overseas students needs or study objectives
7. An appeal (internal or external) on another matter that results in a decision or recommendation to release the overseas student

The PGA IGI will only refuse a transfer it considers not beneficial for the overseas student and if the overseas student has no outstanding fees. All applications to transfer will be assessed and an answer in writing provided to the overseas student within 14 days from receiving the written application. Overseas students will be informed in writing as to the reason for the refusal and that they have right to access the PGA IGI Complaints and Appeals process in accordance with the National Code 2018, Standard 10 Complaints and Appeals within 20 working days. The Complaints and Appeals policy is available on the PGA IGI website and in the Student Handbook.

The PGA IGI will not finalise the students refusal status in PRISMS until the appeal finds in favour of the PGA IGI or the overseas student has chosen not to access the complaints and appeals process within the 20 working days or the overseas student withdraws from the process.

If the overseas student is under 18 years of age:

- The PGA IGI will have written confirmation from the overseas students parent or legal guardian that they support the transfer

If the application for release is successful then there is no cost the overseas student and they are all informed to seek advice from the Department of Home Affairs for advice on whether they require a new visa. The PGA IGI will retain all records of all requests from overseas students for a release and the assessment of, and the decision regarding the request for two years after the overseas student ceases to be an accepted student.

#### Procedure

Action Step	Responsibility	Details
<b>Accepting application from an overseas student wishing to transfer from another provider</b>	Student Recruitment/Student Administration	<ul style="list-style-type: none"> <li>• Students application form to be checked to see if they are transferring from another provider</li> </ul>
		<ul style="list-style-type: none"> <li>• Student asked why are they wanting to transfer</li> </ul>
		<ul style="list-style-type: none"> <li>• If the student meets the criteria in the 'Overseas Student Transfers' policy then the application may be accepted</li> </ul>
		<ul style="list-style-type: none"> <li>• Student to provide Letter of Release from current provider</li> </ul>
<b>Transferring from the PGA IGI to another Provider</b>	Student Administration/Senior Manager	<ul style="list-style-type: none"> <li>• Student counselled as to why they wish to transfer to another provider</li> </ul>
		<ul style="list-style-type: none"> <li>• Student to complete the Overseas Student Application to Transfer application form</li> </ul>
		<ul style="list-style-type: none"> <li>• Application assessed to ensure compliance with 'Overseas Student Transfers' policy</li> </ul>
		<ul style="list-style-type: none"> <li>• Letter of offer from new provider received and any other supporting evidence</li> </ul>
	Senior Manager	<ul style="list-style-type: none"> <li>• Decision made and student informed as in writing</li> </ul>

<b>If release granted</b>		<ul style="list-style-type: none"> <li>If the overseas student is granted the transfer then they complete the Deferment, Suspension or Cancellation form and this is processed by Student Administration and recorded in PRISMS</li> </ul>
		<ul style="list-style-type: none"> <li>Overseas student informed to contact the Department of Home Affairs for advice on whether they require a new visa</li> </ul>
<b>If release is not granted</b>	Senior Manager	<ul style="list-style-type: none"> <li>Student informed of decision in writing and if the student does not agree with the decision they are informed of their right to appeal the decision within 20 working days.</li> </ul>
		<ul style="list-style-type: none"> <li>If the students appeal is upheld the process of above will occur, if the students appeal is not upheld then they will be expected to return to their studies or appeal externally.</li> </ul>
		<ul style="list-style-type: none"> <li>If the overseas students external appeal is upheld the process above will occur, if the overseas students external appeal is not successful then they are to expected to return to their studies.</li> </ul>



## OVERVIEW

This policy has been developed in accordance with the Standards for Registered Training Organisations 2015, The ESOS Framework including the ESOS ACT 2000 as amended and National Code 2018 Standard 8.

Overseas students on visa class 500 Student Visa have a number of visa requirements they must abide by, this policy outlines how the PGA IGI monitors those visa requirements including course progress and informs students of the obligations of their student visa requirements.

## POLICY

The PGA IGI monitors course progress of overseas students to ensure they are in a position to complete their course within the expected duration. The expected duration of study is specified on the overseas student's Confirmation of Enrolment (CoE) and will not exceed the CRICOS registered duration. The PGA IGI informs students of student visa requirements in the Student Handbook prior to enrolment and at orientation on the overseas students first day.

The PGA IGI does have some unsupervised training the students are expected to complete some online learning. The PGA IGI will not deliver more than one-third of units online or by distance and the online learning is supported by the Programs Manager.

The PGA IGI will take all reasonable steps to support overseas students who may be disadvantaged by:

- Additional costs or other requirements, including for overseas students with special needs from undertaking online or distance studies
- The inability to access resources and community offered by the PGA IGI, or opportunities for engaging with other overseas students while undertaking online or distance learning
- All overseas students have access to the Fairway Discussion box where all students can discuss with their trainer/assessor and each other

### Monitoring Course Progress

The PGA IGI closely monitors course progress of students. The PGA IGI monitors course progress to ensure the student is progressing in their course.

The PGA IGI Programs Manager assesses midterm and at the end of each student period (ten week term) the students course progress as per the scheduled Timetable. The Programs Manager assesses the student's course progress midterm to identify, notify and assist overseas students to ensure the overseas student is in a position to complete their course within the expected duration specified on the overseas students CoE.

The Programs Manager will assess each student's course progress midterm by assessing the amount of assessment work completed. The Programs Manager will inform the student if their course progress is assessed as being at risk. A student would be deemed at risk if they had not been found to have completed the allocated units of competency by the due date as per timetable at the midterm period and an intervention strategy would be implemented at this time to avoid the student either failing or becoming further behind and not being up to date at the end of the study period. Students are informed of the procedure if their course progress does not improve, no formal warning letter at this stage will be given.

If a student has not completed and been found competent in the allocated units of competency by the due date as per their timetable for a study period (an allowance of one unit outstanding may be allowed depending on the students circumstances) another intervention strategy will be implemented and the overseas students will receive a warning letter outlining that if they are found to have unsatisfactory course progress. If a student is found to have unsatisfactory course progress in a second study period they will be given an Intention to Report notice and may be reported via PRISMS of their unsatisfactory course progress. PRISMS alerts Department of Home Affairs and this may affect their student visa. The student is informed they may access the PGA IGI Complaints and Appeals process within 20 working days.

The implementation strategy may include but not limited to:

- Reviewing study techniques and skills
- One on one support meetings with trainers/assessors
- Small group tutoring sessions with trainers/assessors
- Providing English language support if required (lessons from an English teacher may cost extra if a referral to an English teacher is required)
- Private tutoring (may cost extra to employ a private tutor)
- Improving attendance if attendance is low
- Advising the student of the suitability of the course they are enrolled in
- Informing students of the opportunities for re assessment
- Attend informal/ formal counselling sessions as required
- Receive assistance with personal issues that might be impeding course progress
- Enter into a study agreement with timeframes for completing assessments
- Golf course access/membership may be suspended until students course progress is no longer at risk

The above intervention strategies are to assist students to be able to complete their course of study within the expected duration specified on the overseas students CoE.

Students must attend all scheduled classes. The Programs Manager completes the Attendance Roll at each scheduled class. All students receive a timetable with scheduled classes and due dates for all of their assessments and units of competency to ensure students are in a position to be able to complete the course of study within the expected time frames. Students who are ill and cannot attend class must inform Student Administration either by phone or email as soon as practical. Students who miss two classes must produce a medical certificate. Students will be contacted by Student Administration if they are absent for more than two days without contact, if a student cannot be contacted for more than five days their emergency contact listed will be contacted to inform them of the students absence. If the student remains uncontactable they will be reported to the police/federal police as a missing person.

The PGA IGI will not extend the duration of an overseas students enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- There are compassionate and compelling circumstances as assessed by the PGA IGI, the student will have to provide evidence of their compassionate and compelling circumstance, compassionate and compelling circumstances may include but not limited to:
  - Illness, both physical and mental
  - A traumatic experience
  - Natural disaster at home
  - Severe illness or death of a close relativeAll compassionate and compelling circumstances will be looked at on their own merits. Documentary evidence must be provided to support the compassionate or compelling circumstance.
- The PGA IGI has implemented, or in the process of implementing an intervention strategy for the overseas student because the student is at risk of not meeting course progress requirements
- An approved deferral or suspension of an overseas students enrolment has occurred under Stand 9 of the National Code 2018

If the PGA IGI extends the duration of the students enrolment, the student is advised to contact Department of Home Affairs to seek advice of any potential impacts on their visa, including the need to obtain a new visa.

The PGA IGI will take all reasonable steps to support overseas students who may be disadvantaged by:

- Additional costs
- Overseas students with special needs
- Overseas students may access trainers and resources at more times than the scheduled classes
- Any online study will be supported by the trainer/assessor

### **Working in Australia**

Overseas students are allowed to work up to 40 hours per fortnight. Once you have started your course. A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday. Overseas students can work more than 40 hours during the college holidays. You cannot start paid work until you have started your course.

### **Remaining enrolled in a registered course**

All overseas students must remain enrolled in a registered course (unless they are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case they must maintain full time enrolment in their course of study or training). A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Overseas students must maintain enrolment in a registered course that is at the same level as, or higher than level than the registered course for which they were granted a visa. The PGA IGI has a documented policy and procedure covering overseas student transfers as per Standard 7 of the National code 2018

### **Overseas Health Cover (OSHC)**

All overseas students must maintain adequate health insurance for the duration of the visa granted. The PGA IGI can purchase OSHC on behalf of the student or the overseas student may purchase their own and provide a copy of the cover to the PGA IGI.

### **Financial Capacity**

All overseas students must continue to satisfy the requirements of the student visa granted. For example overseas students must continue to have sufficient financial capacity to support their study and stay in Australia.

### **School Age Children**

All school age children that accompany their parent that is an overseas student and are part of the visa application must maintain adequate schooling arrangements for their children if the school age children will be in Australia for any more than 3 months.

### **Younger Overseas students**

For overseas students that is younger than 18 years of age the student must have accommodation and support and their welfare must be maintained for the duration of their stay in Australia.

To maintain welfare students must stay with:

- A parent or legal guardian
- A relative who has been nominated by your parents or custodians who are over the age of 21 and is of good character
- The PGA IGI do not accept any overseas student that needs welfare arrangements as per Standard 5 of the National Code 2018

### **Contact Details**

All overseas students must inform the PGA IGI of any change in their contact details within seven days , including:

- The students address
- The students email address
- The students phone number
- The students emergency contacts details
- If the student changes the education provider with seven days of receiving a CoE or evidence of enrolment

For more information on Student Visa Subclass 500 - <https://www.homeaffairs.gov.au/trav/visa-1/500->

### **Course progress procedure**

The PGA IGI monitors course progress very closely and aims to identify students are at risk of not completing their course in the expected duration:

1. Student's course progress is assessed midterm to ascertain if they are having any issues with maintaining their course progress if the student is deemed to be falling behind an intervention strategy will be implemented.
2. If a student continues to fall behind at the second point (full study period) of being assessed for their course progress a warning letter will be emailed to them and a counselling session with the Programs Manager and further intervention strategies will be implemented. The warning letter outlines:
  - Course enrolled and date commenced
  - Requests the student contact the Programs Manager
  - What will happen if the student continues not to maintain course progress in a second consecutive study period term a Notification of Intent to Report will be emailed to the student
  - The student is informed they have 20 working days to appeal
  - If the student chooses not the access the complaints and appeals process they will be reported to the Department of Home Affairs
  - If a student withdraws from the complaints and appeals process they may be reported via PRISMS to the Department for Home Affairs for unsatisfactory course progress
  - The student is advised to contact the Department of Home Affairs for advice.

## **OVERVIEW**

This policy has been developed in accordance with the Standards for Registered Training Organisations 2015, The ESOS Framework including the ESOS ACT 2000 as amended and National Code 2018 Standard 9.

## **POLICY**

### **Introduction**

The PGA IGI have documented policies and procedures for assessing, approving and recording a deferment of commencement of study, suspending and the cancellation of a student's enrolment. Students are made aware of these policies and procedures via the Student Handbook prior to enrolment. This policy and procedure applies to both domestic and overseas students.

### **What is Deferral/Suspension and Cancellation**

To defer or suspend an enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Cancellation is the cessation of a student's enrolment in a PGA IGI course.

Deferment or suspension or cancellation may be requested by a student. The PGA IGI may initiate suspension due to misbehaviour of the student. Cancellation of enrolment may be initiated by the PGA IGI where a student demonstrates serious misconduct, poor course progress (for example, consistent unsatisfactory course progress) or non payment of fees. The PGA IGI will report any changes to overseas student's enrolment via PRISMS.

### **Compassionate or Compelling Circumstances**

PGA IGI can only defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances which could 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
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies
- A traumatic experience which could include:
  - involvement in, or witnessing of a serious accident;
  - witnessing or being the victim of a serious crime (these cases should be supported by police or psychologist's reports)
- Inability to begin studying on the course commencement date due to delay in receiving a student visa or
- Any other circumstances the PGA IGI thinks is a compassionate or compelling circumstance

### **Deferral, temporary suspension or cancellation**

#### *Deferral or Temporary Suspension - Student Initiated*

The deferral or suspension of studies, for students during the course of their studies may only be granted under certain limited circumstances. For consideration of deferral/suspension of enrolment students must:

- Apply in writing to the Senior Manager using the PGA IGI Deferring, Suspending or Cancelling an Enrolment form available on the Fairway
- Provide documentary evidence to support the application
- Clearly demonstrate that the deferral or suspension of studies is on compassionate grounds or compelling circumstances
- For overseas students wishing to cancel their course and transfer to another provider they must abide by their student visa requirements and requirements of the Overseas Student Transfer policy and procedure

Students are made aware that the Student Services and Administration Officer is available to assist them in preparing the required documents and provide advice to assist students in the application process.

The Senior Manager of the PGA IGI will make a decision on the application to defer/suspend an enrolment within 7 days of the application being submitted. Applicants will be informed in writing of any decision and the reasons why an application for deferral or suspension has been denied. The PGA IGI may exceed timeframes for making a decision or written response if the PGA IGI require additional information or an application is incorrectly submitted or documentary evidence is incomplete.

Where a student is notified in writing that their application to suspend or defer has been denied, the student is advised in writing of their right to appeal through the PGA IGI complaints and appeals process within 20 working days. All correspondence will be passed to the Student Services and Administration Officer who will file the documents in the student file and make a file note in the Complaints & Appeals Register.

If the deferral, suspension or cancellation is successful the PGA IGI will report any changes to the overseas student's enrolment on PRISMS in a timely manner and not more than 31 days and advise the overseas student to seek advice from the Department of Home Affairs the potential impact on his or her student visa.

The deferment, suspension or cancellation of an overseas student's enrolment will not take effect until the complaints and appeals process is completed, unless the student's health or wellbeing of others is likely to be at risk.

#### ***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
- Non-payment of fees by the due date
- Not maintaining course progress

#### **Misbehaviour by the student**

Students are informed of the expected level of personal conduct in the PGA IGI Student Handbook and at prior to enrolment and at orientation. If a student's conduct is considered disruptive and minor the PGA IGI will, where appropriate, conduct a counselling session with the student regarding their 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 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 an imposed change to the student's enrolment status. If a student is found to be in breach of Australian law they will be reported to the appropriate authority.

PGA IGI student conduct:

- All students will comply with all reasonable requests and requirements made by staff of the PGA IGI
- 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 excessive obscene, offensive or insulting language or behaviour
- Students are to be courteous to co-students, staff and the public at all times
- Disruptive behaviour will not be tolerated
- The breaking of any state or Federal law will be reported to the relevant authority (e.g. stealing, damaging property, assault etc.)
- At all times while at PGA IGI premises, training rooms and golfing facilities students are required to continue to abide by all rules set for that location.



### **Non-payment of fees by the due date**

The PGA IGI may suspend or cancel a student's enrolment for non payment of fees. Students are required to pay their tuition fees 14 days after receiving their invoice as per the payment schedule in their Letter of offer. Students will receive a friendly reminder if the fees have not been paid 7 days after they are due. At this time the student will be cut off the Fairway and golf access at the Sanctuary Cove Golf and Country Club until all outstanding fees are paid. For overseas students if their fees remain outstanding after a further 7 days they will be emailed a notice that they have 5 working days in which to pay any amount outstanding or agreed by Students Services or their enrolment will be cancelled and the Department of Home Affairs informed via PRISMS and that this may affect their student visa and they should contact Department of Home Affairs for advice.

### **Maintaining Course Progress**

The PGA IGI monitors course progress both for overseas students and domestic students. All students are given the relevant course progress information via the student handbook, for domestic students refer to "Monitoring course progress policy and procedure" and for overseas students "Overseas student visa requirements policy and procedure".

### **Suspension or Cancellation of Enrolment - Student Right of Appeal**

When a student is notified in writing of the PGA IGI's intent to defer/suspend or cancel their enrolment the PGA IGI informs students that they have 20 working days in which to access the complaints and appeals process. The student will also be provided with information on how to access the PGA IGI's Complaints and Appeals Policy and Procedure (available in the Student Handbook, Fairway and PGA IGI website) and the process to appeal.

Should the student choose to access the complaints and appeals process, the PGA IGI will maintain the student's enrolment until the complaints and appeals process is completed unless extenuating circumstances relating to the welfare of the student or safety of other students or staff are compromised. As per the PGA IGI's complaints and appeals policy and procedure students may choose to access the internal and external appeals process. Any claim of extenuating circumstances by the PGA IGI must be supported by appropriate documented evidence and placed in the student file.

The PGA IGI will not cancel, suspend or defer a student's enrolment until the internal complaints and appeals process has been completed, however the PGA IGI will maintain the student's enrolment though an external complaints and appeals process is if the breach is unsatisfactory course progress.

The student will not be given the opportunity to appeal a PGA IGI decision to defer, suspend or cancel a student's enrolment if the overseas student's health or wellbeing, or the wellbeing of others is at risk. The PGA IGI will keep documented evidence to support this. The circumstance to which the above pertains is as follows, but not limited to:

- Is missing – student will be reported to the AFP as a missing person and the next of kin contacted
- Has mental health concerns which could lead to harming themselves or others
- Has engaged or threatens to engage in behaviour the is reasonably believed to endanger the overseas student others
- Is at risk of committing a criminal offence

Any behaviours that are not in line with Australia's laws will be reported the appropriate authority.

## THE NATIONAL CODE 2018 (Overseas Students)

All overseas students must be aware of the ESOS Act.

Under the ESOS Act, the purpose of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018) is to set nationally consistent standards and procedures for registered providers and for persons who deliver education services on behalf of registered providers. The National Code supports the effective administration of the ESOS legislative framework by the Commonwealth and state and territory governments.

The National Code 2018 comprises the following:

- Standard 1**  
**Marketing information and practices:**
- This standard sets out that registered providers must uphold the integrity and reputation of Australia's education industry by ensuring the marketing of their courses and services is not false or misleading.
- Standard 2**  
**Recruitment of an overseas Student:**
- This standard sets out that registered providers must recruit responsibly by ensuring students are appropriately qualified for the course for which they seek enrolment, including having the necessary English language proficiency, educational qualifications and work experience. Students must have sufficient information to enable them to make informed decisions about studying with their chosen registered provider in Australia.
- Standard 3**  
**Formalisation of enrolment and written agreements:**
- This standard sets out that registered providers must formalise their enrolment of overseas students through written agreements with overseas students. The written agreements protect the rights and set out the responsibilities of each party, as well as the courses and related education services to be provided, tuition and non-tuition fees payable and refund policies.
- Standard 4**  
**Education agents:**
- This standard sets out that registered providers must ensure that their education agents act ethically, honestly and in the best interests of overseas students as well as uphold the reputation of Australia's international education sector.
- Standard 5**  
**Younger overseas students:**
- This standard sets out that registered providers of overseas students aged under 18 must meet legislative or other regulatory requirements relating to child welfare and protection. Registered providers of overseas students aged under 18 must provide the students with emergency contact information and information about how to report actual or alleged abuse. Where the registered provider has taken on responsibility for the approval of welfare arrangements for a student who is under 18 years of age (for the purposes of the Migration Regulations), the registered provider must ensure the arrangements for the younger students are suitable, ongoing and appropriately managed until the student turns 18 years of age.
- Standard 6**  
**Overseas student support services:**
- This standard sets out that registered providers must assist overseas students to adjust to study and life in Australia and have appropriate orientation programs that help overseas students to access the information and services they require.
- Standard 7**  
**Overseas student transfers:**
- This standard sets out that registered providers must not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course (or for the school sector, until after the first six months of the first registered school sector course), except in certain circumstances.
- Standard 8**  
**Overseas student visa requirements:**
- This standard sets out that registered providers must safeguard the integrity of Australia's migration laws by supporting overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress. Standard 8 sets flexible provisions to allow online learning while maintaining appropriate standards for overseas students to comply with student visa conditions.
- Standard 9 Deferring, suspending or cancelling the overseas student's enrolment:**
- This standard sets out that registered providers must appropriately manage the enrolment of their overseas students and ensure all necessary information about enrolments has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.
- Standard 10 Complaints and appeals:**
- This standard sets out that registered providers must ensure their overseas students have the right to natural justice protected through access to professional, timely, inexpensive and documented complaints handling and appeals processes.
- Standard 11**  
**Additional registration requirements:**
- This standard sets out that registered providers must continue to meet the requirements for CRICOS registration and ensure the ESOS agency for the registered provider approves, and has up-to-date information on, specific aspects of the registered provider's operations and any registered courses.

## 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 as a student of the PGA IGI should be aware of:

Federal Register of Legislation has the most complete and up-to-date collection of Commonwealth legislation (<https://www.legislation.gov.au>)

- **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. <https://www.worksafe.qld.gov.au>

- **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. 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. <https://www.legislation.gov.au/Details/C2014C00076>

- **Copyright Agency**

The PGA IGI is a member and pays annual fees to the Copyright Agency <https://www.copyright.com.au>

- **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. <https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>

- **ESOS Framework including the ESOS Act 200 amended and the National code 2018**

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

- **Unique Student Identifiers**

A registered training organisation must not issue a VET qualification or VET statement of attainment to an individual after 2014 unless the individual has unique student identifier (USI) <https://www.usi.gov.au/>

- **Standards for Registered Training Organisations (RTOs) 2015**

ASQA uses the Standards to ensure nationally consistent, high quality training and assessment across Australia's vocational education and training (VET) <https://www.asqa.gov.au/>

## 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 DHA 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 DHA may consider visa cancellation.

### ***Deferment:***

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

### ***The Department of Home Affairs:***

The Department of Home Affairs is a central policy agency, providing coordinated strategy and policy leadership for Australia's national and transport security, federal law enforcement, criminal justice, cyber security, border, immigration, multicultural affairs, emergency management and trade related functions. The Department of Home Affairs includes the entirety of the Department of Home Affairs.

### ***eCOE:***

Electronic Confirmation of Enrolment. Only required for overseas 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 overseas 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 DHA concerning overseas students by registered providers.

***Program:***

Refers to the qualification or course.

***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 courses.. 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.

***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.



## IMPORTANT NUMBERS

Below are list of Community/Health Services contact details for help during a crisis or emergency:

Type of Service	Name of Service	Telephone
Abortion and Grief Counselling	Pregnancy Support Australia <a href="http://www.pregnancysupport.com.au">www.pregnancysupport.com.au</a>	1300 792 798
Alcohol and Drug Counselling	Alcohol and Drug Information (ADIS) <a href="http://www.health.qld.gov.au/quarantine/metronorth/2/mental-health/alcohol-and-drug-service/adis">www.health.qld.gov.au/quarantine/metronorth/2/mental-health/alcohol-and-drug-service/adis</a>	1800 177 833 (Qld) 1800 422 599 (NSW)
Crisis Care/Child Safety	Dept of Community Services <a href="http://www.communities.qld.gov.au/childsafety">www.communities.qld.gov.au/childsafety</a>	1800 177 135
Depression, anxiety and related substance misuse disorders	Beyond Blue <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636
Domestic Violence	Domestic Violence and Sexual Assault <a href="http://www.dvconnect.org">www.dvconnect.org</a>	1800 811 811 (Qld) 1800 200 526 (NSW)
Interpreting Services	Within Australia <a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>	13 14 50
Legal advice and guidance	Legal Aid <a href="http://www.legalaid.qld.gov.au/">www.legalaid.qld.gov.au/</a>	1300 651 188
Local Embassies or Consular Representatives	Department of Foreign Affairs and Trade <a href="http://www.dfat.gov.au">www.dfat.gov.au</a>	1300 555 135
Pregnancy	Crisis Pregnancy <a href="http://www.pregnancycrisis.com.au">www.pregnancycrisis.com.au</a>	1300 777 777
Poison Information	Poison Information Centre <a href="http://www.qld.gov.au/emergency/safety/poisons">www.qld.gov.au/emergency/safety/poisons</a>	13 11 26
Suicide Help	Suicide Helpline – Lifeline Australia <a href="http://www.lifeline.org.au/">www.lifeline.org.au/</a>	13 11 14
Medical providers (bulk bill)	To find your nearest bulk billing provider Domestic students only <a href="https://1800bulkbill.com.au/">https://1800bulkbill.com.au/</a>	1800 285 524
13 HEALTH	13 HEALTH is a confidential phone service that provides health advice to Queenslanders. You can phone and talk to a registered nurse 24 hours a day, 7 days a week for the cost of a local call. <a href="https://www.qld.gov.au/health/contacts/advice/13health">https://www.qld.gov.au/health/contacts/advice/13health</a>	13 43 25 84

For all Community Services including sporting clubs, counselling services and community groups on the Gold Coast please follow this link - <http://www.goldcoast.qld.gov.au/documents/bf/gold-coast-community-directory.PDF>. A copy is also available from the PGA IGI Gold Coast Campus.



**INTERNATIONAL  
GOLF INSTITUTE**

RTO No: 31270 CRICOS Provider No: 02754G

PGA International Golf Institute  
PO Box 470, Sanctuary Cove, Qld 4212  
Telephone Phone: +61 7 5657 6116  
Facsimile: +61 7 3102 0564

I have read and understand the PGA IGI Student Handbook

Applicant's Name \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please complete this section ONLY if the student is under the age of 18 years**

As \_\_\_\_\_ (*insert student's name*) is under the age of legal consent, I hereby acknowledge and agree to the conditions of the Student Handbook by signing this document on their behalf.

Parent/Guardian Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Relationship to Student: \_\_\_\_\_