



# Student Handbook

2017

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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**  
Luke Bryden (Marketing and Recruitment Manager ) **07 5657 6109**  
Jamie Brew (Programs Manager) **07 5657 6106**  
Anna Booth (Programs Co-ordinator) **02 8001 4011**  
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





## 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 and the International College of Management, Sydney. We trust you will enjoy being a part of our team and we will endeavour to make your experience with us enjoyable and valuable to your future career.

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

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

Welcome to the 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 that comprise the golf industry. Our head office is located at our Queensland campus on the Gold Coast. Offering education for domestic and international students, the PGA IGI programs are designed to provide a variety of career pathways, alternatives and articulations spanning a wide range of programs from industry, vocational or university sectors, to ensure that there are clear outcomes regardless of the path students choose to follow.

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

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

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

### RTO Details

The PGA IGI offers nationally recognised, **golf industry** qualifications that comprise vocational training certificates through to advanced diploma level. The PGA IGI is a Registered Training Organisation (RTO Provider Number 31270) and a provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Provider Number 02754G).

The PGA IGI meets the Standards for Registered Training Organisations (RTOs) 2015 as they are described in the VET Quality Framework, as well as the required standards for CRICOS providers as per state and Commonwealth Government legislative requirements.



## *Our Code of Ethics*

The PGA IGI is bound by the requirements of the ESOS Act 2000 in all of its operations and interactions with international students as depicted in the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (the National Code 2007) and Education (Overseas students) Regulation 2017.

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.



## 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 13 kilometre integrated tram system that connects the Gold Coast University Hospital and Griffith University (Health and Knowledge precinct) to Surfers Paradise and Broadbeach (shortly will go from the North Gold Coast at Helensvale to Broadbeach). There are 16 stations along this corridor with high-quality bus interchanges at 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.

#### 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

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

### Cost of Living

The Department of Immigration and Border Protection (DIBP) advises that the cost of living for international students in Australia is approximately AUD \$19,830 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.

- You can set up a bank account before or after you arrive.
- To open an account you will need to have your Electronic Confirmation of Enrolment (eCoE), passport, Letter of Offer and other forms of identification
- 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 is 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 SCGCC. 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.

### 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, or at night, when no-one can see you.  
The ocean can be a dangerous place. **Always try to swim or surf in pairs.**

### 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 international 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'



## INTERNATIONAL 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 and the National Code 2007.

International 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, international students must enrol on a full-time basis (minimum 20 hours per week) in a CRICOS approved course. <http://cricos.education.gov.au/>

The Australian Government issues student visas for full-time study on the understanding that international 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 Immigration and Border Protection website. (<https://www.border.gov.au/Trav/Visa-1>)

### *Student Visa Requirements*

To be granted a student visa, international students must satisfy the visa requirements and comply with a number of visa conditions for attendance and academic performance which come into effect after arriving in Australia. For detailed, accurate and up-to-date information on student visas and visa requirements, refer to the Department of Immigration and Border Protection (DIBP) website (<https://www.border.gov.au/>).

| The Student Visa sub-class for PGA IGI Students is 500.

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

- Is not meeting course requirements
- Fails to maintain the required academic performance requirements
- Fails to provide the PGA IGI with address/change of address details within seven days of arrival
- Takes leave of absence without approval
- Does not maintain Overseas Student Health Cover
- Misbehaves

### *Student Health Insurance*

International students studying in Australia must have private health insurance as a condition of a student visa. Australia's national health system, Medicare, only covers Australian citizens and permanent residents and countries with reciprocal rights. There are a number of private service providers who offer overseas student health cover (OHC) <http://www.ahmoshc.com.au/oshc/oshc/>

**Exceptions:** You do not need 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.

## International Student Responsibilities

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

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

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

## Working while Studying

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

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/>



## VET STUDENT LOANS

Domestic students seeking VET Student Loans must be familiar with the eligibility requirement to access VET Student Loans

### Study now and pay later at PGA IGI – Domestic Students Only

Students wishing to study the BSB61015 Advanced Diploma of Leadership and Management may be eligible for funding under the VET Student Loan. Students do not have to repay the VET Student Loan until their income is above the minimum repayment threshold for compulsory repayment. Voluntary payments may be made at any time.

For more information about the VET Student Loans, (<https://www.education.gov.au/vet-student-loans>)

To be eligible for a VET Student Loan you must:

- Be an Australian Citizen or  
A Permanent Humanitarian Visa holder who will be residing in Australia for the duration of the unit
- Be studying a VET Student Loans eligible course
- Meet Tax File Number requirements
- Present Unique Student Identifier (USI) number
- Have not exceeded the FEE-HELP limit
- Have not exceeded the VET Student Loans course cap
- Apply to the Government using the approved form (online Government eCAF) and include all relevant information
- Confirm engagement and progression to continue to access the loan throughout the course
- Meet student entry procedure requirements
- Provide proof of citizenship

If you are a New Zealand Citizen who holds a Special Category Visa (SCV) you must also meet the below criteria:

- First entered Australia at least 10 years ago as a dependent child aged under 18 years
- Have been ordinarily a resident in Australia for the previous 10 years (that is, have been physically present in Australia for at least eight of the past 10 years) and 18 months out of the last two years at the time of application for the loan, and
- Are otherwise eligible for the loan.

New Zealand Special Category Visa (SCV) VET Student Loans applicants will need to provide an International Movement Record from the Department of Immigration to prove that they meet citizenship requirements as well as the above criteria.

**Please note:** Permanent residents are not eligible to access VET Student Loans.

### Proof of Australian Citizenship

Acceptable forms of evidence include:

- Current Australian Passport;
- Australian Citizenship Certificate or Naturalisation Certificate;
- Australian Citizenship by Descent extract;
- Australian Birth Certificate where you were born before 20 Aug 1986; or
- If you were born on or after 20 Aug 1986 we would require your Australian Birth Certificate plus proof of your parent's Australian Citizenship at the time of your birth (Examples include your Parent's Australian Birth Certificate or Australian Citizenship Certificate).



### **Student entry procedure**

One of the eligibility requirements for access to tuition fee assistance under the Commonwealth Government's VET Student Loan scheme is an assessment of your suitability to undertake your chosen course of study.

If you wish to apply for a VET Student Loan, you must either:

- Provide a copy of a Senior Secondary Certificate of Education awarded to you by an agency or authority of a State or Territory for your completion of Year 12, or a Certificate IV or higher qualification;
- or
- Undertake a reading and numeracy assessment that demonstrates your competence at or above Exit Level 3 in the Australian Core Skills Framework. An approved assessment tool will be provided by PGA IGI as part of our information and enrolment process.

**Please note:** This assessment is a requirement for the Commonwealth Government to approve your VET Student Loan application.

For more information on VET Student Loans please read the VET Student Loan booklet available on the PGA IGI website.

Students who are enrolling into a course at the PGA IGI and wants to use VET Student Loans to cover some or all of the tuition fees **MUST** read and sign the Processes and Procedures relating to VET Student Loans available from Student Services.

## **VET Student Loans**



An Australian Government Initiative

([www.education.gov.au/vet-student-loans-students](http://www.education.gov.au/vet-student-loans-students))

## 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 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. 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, 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 are 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.

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

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

### 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.

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—

### 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.

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).



### **Griffith University and ICMS**

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)

#### International College of Management (ICMS)

- Bachelor of Business Management
- ICMS Specialist Bachelor Degree (Sport Management, Event Management or 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 ICMS for further studies.



## FACILITIES, STAFF AND RESOURCES

### *Head Office – Gold Coast Campus*

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

### *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.

### *Trainers*

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



## 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.

### 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 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. Students will be required to supply their own golfing equipment. From time to time as new materials are required PGA IGI students may be required to purchase these items.

### Unique Student Identifier

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

It is the students 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.

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

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.



## ***Student Conduct***

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

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

- No student will attend any class whilst under the influence of alcohol or any drugs;
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment or any obscene, offensive or insulting language or behaviour will not be tolerated;
- Students are to be courteous to fellow students, staff and the public at all times;
- Disruptive behaviour will not be tolerated;
- Breaking of any State/Federal law will be reported to the relevant authority (e.g. stealing, damaging property, assault etc.);
- At all times while at PGA IGI campuses, training rooms and golfing facilities, students are required to continue to abide by all rules set for that location.
- No online activity, which could bring the PGA IGI into disrepute, is permitted. Such activity may be deemed gross misconduct and as such could result in dismissal.

Students are expected to exhibit honest and ethical behaviour in undertaking assessment requirements of units. If there is evidence of cheating in an assessment or exam, whether a full-time or distance student, a student's result will be penalised accordingly or they may be excluded from the Institute. The PGA IGI's Cheating & Plagiarism Policy can be found on the PGA IGI website.

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

The PGA IGI will assess your LLN when applying for a course of study or once you have commenced 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.

## ***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, within five years prior to the application; and
- Recognise prior learning.

## Recognition of Prior Learning (RPL)

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

## Course Credit Application Process

PGA IGI staff will provide access to our e-learning platform, the Fairway to an enrolled student. International 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.

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

## Assessment

The Fairway will provide details of all the 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 the 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 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.

International 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 class and our attendance requirements prior to enrolment and as part of our orientation program. The PGA IGI will maintain accurate and systematic records of attendance electronically. We are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.

The PGA IGI will systematically record student attendance as required for student visa conditions.

#### **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 attendance 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 email will be recorded in the student management system.



- **Consecutive classes absent – 2 or more days**

A medical certificate (from General Practitioner, Dentist, Physiotherapist or Pharmacist) is required for any absence of two or more consecutive days in a week. The medical certificate will be placed in the student file. An absence supported by a medical certificate will be deemed as an 'explained' absence.

- **Consecutive classes absent – 5 or more days**

A student who has an unexplained absence of five consecutive classes or more will be contacted by the PGA IGI via email and letter. The student will be required to attend a counselling session with the Program Manager. The PGA IGI will take a consultative approach when counselling students. The counselling session will be file noted and a copy placed on the student file. The student may be referred for professional counselling if deemed appropriate and in agreement with the student.

- **Consecutive classes late – 2 or more days**

A student who is late (less than 30 minutes) for two or more classes in a week will be sent an Academic Warning Letter (via email attachment) advising them that they are required to attend class at the scheduled times. The student is required to sign the letter and return this to the PGA IGI within 7 days. The signed letter and a copy of the email will be placed in the student's file.

## **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).

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

The assessment item will be returned to the Program Manager within fourteen days (14) of the assessor receiving the assessment item. The Program Manager will record the assessment result on the unit assessment sheet and file a hard copy in the Assessment & Assignment Register and file a soft copy on the server. Students sign this sheet to verify their result has been sighted and that they have had the opportunity to ask questions.

The 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 *Notification of Certificate & Graduation form*. This form will indicate whether you will be attending the PGA IGI Graduation Ceremony, or whether your certificate will be sent through the post. Each student must return this form to the office. 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 or module.
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.
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.
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. 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.

## **Selection for Competitions & Events**

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

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

## **Flexible Learning & Study Options**

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

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

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

### *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.



## POLICIES AND PROCEDURES

### ACADEMIC MISCONDUCT POLICY

#### 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.

## COURSE PROGRESS POLICY

### Overview

This policy is to ensure that the Professional Golfers Institute International Golf Institute (PGA IGI) systematically monitors student course progress, and is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.

Students are provided with the Course Progress Policy when they are accepted into a course as part of the Student Handbook.

*International Students* are informed of the student visa condition relating to course progress at orientation. They are also informed that PGA IGI uses the Department of Immigration and Border Patrol (DIBP) Course Progress Policy and Procedures for Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) Providers of Vocational Education and Training (VET) Courses. Students are also advised that whilst we do not monitor attendance, PGA IGI still record attendance for VET students and attendance is encouraged for all classes. Students are also advised that DIBP may request attendance details at anytime for a student.

### 1. The National Code 2007

- 1.1 Under Standard 11.2 of the National Code 2007, a provider who implements the Course Progress Policy is not required for Education Service for Overseas Students (ESOS) purposes to monitor attendance for those courses.

### 2. Indicating the decision to implement the Course Progress Policy

- 2.1 A provider who chooses to implement the Course Progress Policy must implement the policy and procedures for all of its CRICOS registered VET courses. The provider registers this choice through Provider Registration and International Students Management System (PRISMS).



### 3. Policy

3.1. PGA IGI will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

3.2. PGA IGI must assess each student's progress at the end of each compulsory study period. PGA IGI defines a study period as being one term.

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

PGA IGI will define course requirements for each study period and will identify when a student has not demonstrated competency in 50% or more of the course requirements.

The course requirements for each study period will also be made clear to the student at the start of the course during orientation.

3.4. PGA IGI has an intervention strategy for any student who is not making satisfactory course progress. It is made available to staff and students and specifies:

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

The intervention strategy includes provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP.
- iv. to assist a student deemed to be at risk the Program Manager in will implement an intervention strategy. To assist an 'at risk' student to meet our course progress requirements, we will provide the following assistance and resources:
  - notify the student by phone and in writing that they are at risk in relation to their academic progress
  - hold formal and informal counselling session/s as required
  - provide academic assistance
  - modify assessment items to make reasonable adjustment
  - arrange peer assistance
  - refer the student to professional a counselling service

3.5. At the end of each compulsory study period, students are assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined in 3.5 is implemented. The intervention strategy will be activated within the first four weeks of the following study period.

However, if PGA IGI identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, PGA IGI will implement its intervention strategy as early as practicable.

3.6. If a student is identified as not making satisfactory course progress in a **second consecutive compulsory** study period in a course PGA IGI Australia will notify the student of its intention to report the student to DIBP for unsatisfactory progress. The provider does this through the written notice described in 3.8. The Program Manager may also telephone or email the student advising that their course may be cancelled and asking them to attend an interview with the Program Manager to see how PGA IGI can assist with their studies.

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

- i. PGA IGI's failure to record or calculate a student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. PGA IGI has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

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

- i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), PGA IGI will not report the student, and there is no requirement for intervention.
- ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through PGA IGI's intervention strategy, and PGA IGI will not report the student

3.10. Where:

- i. the student has chosen not to access the complaints and appeals processes within the 20 working day period,
- ii. the student withdraws from the process, or
- iii. the process is completed and results in a decision supporting the registered provider (ie. the student's appeal was unsuccessful) PGA IGI will notify the Secretary of DIBP through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

#### 4. The Intervention Strategy

4.1. PGA IGI will assist students who are at risk of not making satisfactory course progress in accordance with this intervention strategy. PGA IGI will ensure that they follow their intervention strategy as failure to do so may provide a student with grounds for a successful appeal. Failure to implement the intervention strategy may also constitute a breach of the National Code 2007.

4.2. PGA IGI will make students aware of the opportunities and services to assist them if they are identified as at risk of not making satisfactory course progress at orientation and if a student is identified as being at risk, they will be contacted by phone and by email.

If a student wishes to see a counsellor they can book an appointment at Student Services Officer or the Student Services Officer can refer students to an external counsellor at their own cost.

4.3. Intervention strategies may include:

- Promoting regular attendance at lectures
- Assisting with one on one support
- Collaborating on a training plan
- Additional access to library resources and lecturer through review weeks
- The re-submission of assessment
- Where appropriate, students will be advised on the suitability of the course in which they enrolled.
- Staff will assist students by advising them of opportunities for reassessment of the task in units in which they had not been previously able to demonstrate competency.
- Compassionate or Compelling circumstances.

4.4. PGA IGI will save each written notice to students in the Student Management System (iMIS).

4.5. PGA IGI will provide the student with written notice to report a student for unsatisfactory progress.

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

Course progress in a non-compulsory study period is to be disregarded when considering whether there has been unsatisfactory progress in two consecutive compulsory study periods.

If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, PGA IGI will not report the student for unsatisfactory course progress.

When a student is reported for unsatisfactory course progress DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

## 5. Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- 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 their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
  - involvement in or witnessing of an accident or
  - a crime committed against the student or
  - the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note; the above are only some of examples of what may be considered compassionate or compelling circumstances. PGA IGI will use our professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, PGA IGI will consider documentary evidence provided to support the claim. PGA IGI will keep copies of these documents, together with a record of why the decision was made.

## 6. Student work load

Course requirements for each compulsory training period (one term) shall be defined and made clear to the student by the Trainer/Assessor at the start of each compulsory training period when given a Training Plan/Timetable.

At the end of the first compulsory study period as outlined on the Training Plan/Timetable the Program Manager will gather data on student's progress for each unit against the expected Training Plan/Timetable.

If the student is successfully progressing or demonstrating competency in at least 50% of the course, this will be documented for review at the end of the next study period.

If the student is not successfully progressing or demonstrating competency in at least 50% of the course, the Program Manager will issue a **Progress Warning Letter**.

At the end of the second compulsory period (end of 2<sup>nd</sup> study period) the Program Manager will gather data on student's progress for each unit against the expected timetable for the student as outlined on the Training Plan/Timetable requirements.

If the student is not successfully progressing or demonstrating competency in at least 50% of the course at the end of the **second compulsory study period**, the Program Manager will advise the Senior Manager.

The Senior Manager will issue the **Notice of Intention to Report for Unsatisfactory Progress Letter**.

The student may access the Complaints and Appeals process as detailed in the Student Handbook or via the PGA IGI website within **14** (fourteen) working days.

## 7. At Risk of Non-Completion

Failure to hand in assessment by the due date may result in the student being unable to complete the full qualification by the course end date.

Students who have any outstanding assessments on their course Training Plan/Timetable at the completion of each study period but are not recognised as failing to progress through the DIBP Course

Progress Policy will be contacted by phone and email advising them they are at risk of not completing their enrolled course.

### ***FEE REFUNDS POLICY***

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.

### ***VET Student Loans - Refund of tuition fees where student withdraws by the census day***

Where a student withdraws their enrolment in an approved course on or before the census day, they will not incur tuition fees for the course or part of the course, to which the census day applies.

This applies to all of the tuition fees for the course or part of the course to which the census day relates. Therefore it includes:

- VET student loans covered fees
- any gap fees
- upfront payment of tuition fees
- gap fees or tuition fees paid through a loan from the provider.

Where the student has paid tuition fees upfront to the provider or through a loan from the provider, the PGA IGI will refund this amount to the student.

### ***No penalty for withdrawing enrolment on or before census day***

Where:

- the PGA IGI enrolls a student in a course on the basis that some or all of the tuition fees for the course are covered fees (i.e. covered by a VET student loan); and
- on or before a census day for the course the student requests in writing that the provider cancels the enrolment

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

Any student enrolling into the PDP will be charged per term and no refund given for that term even if the student withdraws early. Students may apply for a refund for any further terms the student has paid for.

**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 DIBP	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 <b>VET Student Loans</b> 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
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
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 DIBP 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

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 international students. Fees are correct at the time of printing. All bank transfer fees and charges are the responsibility of the student.



## DEFERRING, CANCELLING OR SUSPENDING OF STUDY DURING ENROLMENT

### Overview

The PGA International Golf Institute (IGI) must ensure that we properly assess a student's eligibility for deferral or suspension and the PGA IGI process for cancellation of enrolment complies the requirements of the National Code 2007. We have documented policies and procedures for assessing, approving and recording a deferment of commencement of study and the cancellation of a student's enrolment. International students are made aware of these policies and procedures via the Student Handbook, this is provided to potential students prior to enrolment.

### Policy

To defer or suspend 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. The PGA IGI will do this by notifying Department of Education via Provider Registration and International Student Management System (PRISMS) of the deferment, suspension or cancellation of enrolment. Temporary deferment or suspension may be requested by a student on the grounds of compassionate or compelling circumstances. 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 continuous absence from scheduled course hours) or non payment of outstanding fees.

### What are Compassionate or Compelling Circumstances

We can only defer or temporarily 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 such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- 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.

### Deferral, temporary suspension or cancellation

#### Deferral or Temporary Suspension - Student Initiated

The deferral or temporary suspension of studies, including granting a leave of absence for international students during the course of their formal program may only be granted under certain limited circumstances. For consideration of deferral or cancellation of enrolment students must:

- Apply in writing to the Senior Manager using the PGA IGI Deferment, Suspension or Cancellation of Enrolment Form;
- Provide documentary evidence to support the application;
- Provide documentary evidence that is either certified or original (photo copies or fax copies will not be accepted);
- Clearly demonstrate that the deferral or temporary suspension of studies is on compassionate grounds or compelling circumstances.

Students will be 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 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 we 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 PGA IGI will inform the student that they have 20 working days in which to access the internal appeals process; i.e. to initiate an appeal. 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.

### **Suspension or Cancellation of Enrolment by the PGA IGI**

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

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

Students are informed of the expected level of personal conduct in the PGA IGI's Code of Conduct, the Student Handbook, 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 that behaviour. If a student's conduct is considered to present a danger to others or themselves or is in breach of Australian law then the PGA IGI will inform the student in writing that they must respond appropriately (i.e. in writing or verbal explanation at a formal meeting) to the PGA IGI's warning in order to avoid an imposed change to the student's enrolment status.

Student conduct includes but is not limited to:

- 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 on or before the first day of their commencement of studies. Tuition fee amounts and due dates are provided to students in their Student Agreement prior to enrolment.

Students with outstanding fee amounts will be notified in writing that they have 5 working days in which pay any amounts owing and failure to do so will result in their enrolment being cancelled. The letter will inform students that we will inform Department of Education via PRISMS that their enrolment has been cancelled and that this may affect their student visa.

#### **Poor Academic Progress, Academic Performance, and Attendance**

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

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

When a student is notified in writing of the PGA IGI's intent to suspend or cancel their enrolment the PGA IGI will inform them that they have 20 working days in which to access the internal appeals process; i.e. to initiate an appeal. The Complaints and Appeals Policy is available on the PGA IGI website, in the Student Handbook and available by contacting Student Services.

Should the student choose to access the PGA IGI's Complaints and Appeals process, the PGA IGI will maintain the student's enrolment (and not inform Department of Education via PRISMS) until the internal 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, the student may choose to access the external appeals process. However, the PGA IGI will not await the outcome of the external appeal prior to notifying Department of Education, reporting through PRISMS of the change to the student's enrolment status. Any claim of extenuating circumstances by the PGA IGI will be supported by appropriate documented evidence and placed in the student file.

'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- refuses to maintain approved care arrangements (only for students under 18 years of age);
- 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; or
- is at risk of committing a criminal offence.

**Please note:** Cancellation. Suspension or Deferment of an international student may affect their student visa.

## COMPLAINTS AND APPEALS POLICY

### 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.

### Definitions

**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 processes are 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).

If the person making the complaint or appeal is not happy with the outcome, PGA IGI will make arrangements for an independent third party to review the complaint or appeal. Any costs associated with a third party review are detailed further in this policy so all parties are aware of any costs they may need to pay. It is important to note that the Australian Skills Quality Authority (ASQA) is not able to act as the independent third party for reviewing complaints.

**Appeal:** An appeal is where a client 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.

## COMPLAINTS AND APPEALS PROCEDURE

### Complaints:

**Informal Complaint** – PGA IGI encourages complaints to be resolved informally by speaking to PGA IGI staff. A note of the conversation may be recorded on the student/staff file.

**Formal Complaint** - If you wish to make a complaint against the PGA IGI the PGA of Australia Education Department you are required to complete the Complaints form which is located on the PGA IGI website (public access) or The Fairway (student access) or by asking at PGA IGI administration. All formal complaints will be recorded on the Complaints and Appeals register and a formal record made on the student/staff file.

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 complainant/appellant 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 appeal and complaint process.

The PGA IGI will have a fair and equitable process for dealing with student complaints and appeals. In the event that complaints or appeals cannot be resolved internally, an external group should be nominated to arbitrate (See Below).

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

1. The complainant/appellant is to lodge in writing using the '**Complaints & Appeals form**' **within fourteen (14) days** of the issue/complaint/circumstance occurring. This application is to be inclusive of all representations, supporting documentation (e.g. medical reports) and the like.
2. The appeal process will commence within **ten working (10) days** of the complaint/appeal lodging a formal complaint/appeal.
3. The complaint or appeal will be reviewed by the Senior Manager who will then notify the complainant/appellant of the decision within **fourteen (14) days of complaint/appeal being formally 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 complainant/appellant of the decision within **fourteen (14) days** of the complaint/appeal being escalated to the General Manager - Education.
5. If a decision cannot be made, the complaint or appeal will be forwarded to the PGA IGI Board for review and decision.
6. The PGA IGI Board will review the complaint or appeal and determine an outcome for the matter as soon as practicable or within **twenty eight (28) days** of them receiving the complaint/appeal.
7. If required the PGA IGI Board will hear the complaint or appeal at the next Board meeting and receive representation from the complainant/appellant by way of personal attendance, teleconference attendance or similar should the complainant/appellant wish, the complainant/appellant may bring a support person to any meeting.
8. The PGA IGI Board will instruct the General Manager-Education to advise the complainant/appellant of the outcome of the hearing and communicate this in writing. The advice will include any corrective action/revised or amended requirements of the student, PGA Member, Staff member or Third Party as they may pertain to the decision, also the reason for the decision and advice on how to appeal the decision.
9. It would be normal for this information to be conveyed by personal contact prior to official notification being forwarded to the complainant/appellant.
10. The complainant/appellant may make a further appeal to an Appeals Committee (E.g. the Full Board of the PGA of Australia or Independent Party) should they be dissatisfied with the process which occurred in determining the outcome of the initial appeal.
11. If the procedure will take longer than **twenty eight (28) days** to make a decision at each complaint/appeal stage then the time may be extended if both parties agree. If the total days of the complaint/appeal process (including review) will take more than **sixty (60) days** to finalise the complainant/appellant will be notified in writing and new estimated finalisation date provided.

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 procedure, the complainant/appellant will be informed of the next step and notes recorded on their iMIS (student management system) file. Complainants/appellants will be kept informed of the process and decisions at each stage of the process.

Complainants have the opportunity to formally present their case to the PGA IGI at minimal or no cost to themselves. If the student cannot attend the PGA IGI office a meeting may be held by Skype. Complainants may be accompanied and assisted by a support person at any relevant meetings at their own cost. There is no charge for an internal or external stage of a complaint lodged by a student who has a VET Student Loan.

If a student wishes to undertake the complaints or appeal process, their enrolment is to be maintained whilst the process is ongoing. In case of an international 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 a 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.

All complaints or appeals received will be documented in the Complaints and Appeals register and noted on the Continuous Improvement register where applicable. All complaints and appeals will be reviewed to ensure that the issue does not occur again.

In the instance that a complainant is not satisfied with the handling of their complaint by the RTO, or there are extenuating circumstances that preclude the complainant from lodging their complaint directly with the RTO, 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: 13 38 73 or [NTCH@education.gov.au](mailto:NTCH@education.gov.au)

#### Internal Complaint / Appeals:

If you wish to lodge an appeal in regards to any decision made by the PGA International Golf Institute RTO or PGA of Australia Education Department you are required to complete the PGA Education Complaints & Appeals form on the PGA IGI website (Public) or the Complaints & Appeals form on The Fairway (Students).

#### External Complaint / Appeals:

International 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/>

Phone (within Australia): 1300 362 072

Phone (International): +61 2 6276 0111

VET Student Loans wanting to initiate an external complaint or appeal may contact the VET Student Loans Ombudsman regarding any actions of the PGA IGI. The VET Student Loans Ombudsman investigates complaints regarding the actions of the PGA IGI.

Website: <http://www.ombudsman.gov.au/about/vet-student-loans-ombudsman>

Phone: **1300 362 072**

Domestic students (non VET Student Loan) wanting to initiate an external complaint or appeal can contact Australian Skills Quality Authority (ASQA)

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

Phone: **1300 701 801**



## **TRANSFER BETWEEN REGISTERED PROVIDERS** **(International Students only)**

### **Overview**

The policy for Transfer between registered providers is to ensure that PGA International Golf Institute (PGA IGI) comply with Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

### **Introduction**

The PGA IGI is restricted from enrolling transferring students for the first six months from the commencement of the student's principal course of study except in certain circumstances. Where a PGA IGI student is seeking to transfer we must assess the student's request to transfer within this restricted period. This includes any pre requisite courses as well as the first six months of the principle course.

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

- Demonstrate a commitment to previous studies;
- Have paid all fees due;
- Have maintained the required academic performance levels;
- Be eligible to apply for another student visa (student advised to seek advice from the DIBP).

### **Accepting international students from another registered provider**

The PGA IGI will not seek to enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal program of study. The PGA IGI will not knowingly enrol a student wishing to transfer from another registered provider course prior to the student completing six months of their principle course of study except where:

- The original registered provider has ceased to be registered or the program in which the student is enrolled has ceased to be registered;
- The original registered provider has provided a written letter of release;
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal program; or
- Any Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

The PGA IGI asks students when they complete the application form if they are studying with another provider.

### **Transfer of enrolment from the PGA IGI**

#### **1. Within the First Six Months of a Principal Program**

The National Code 2007 requires that within the first six months of their principal program, students must complete, sign, date and lodge an Application for Transfer between Registered Providers (via The Fairway). This request should be submitted to the Senior Manager. The PGA IGI believe in supporting the interests of International students and the PGA IGI endeavour to ensure that any request to transfer to another provider allows them to exercise choice. The PGA IGI assessment of such requests will take into consideration the individual circumstances of each student and the student will be notified of the outcome within 10 days of the decision being made.

- 1.1 Students must apply for a Letter of Release on the International Application for Transfer between Registered Providers
- 1.2 Applications for a Letter of Release will be considered by the Senior Manager and responded to within 14 days of being received by PGA IGI.
- 1.3 A Letter of Release will be granted in accordance with this procedure and only if the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.
- 1.4 If a Letter of Release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using PGA IGI complaints and appeals procedure within 10 days of outcome of the application.

The PGA IGI will provide a Letter of Release in cases where one of the following can be clearly demonstrated:

- If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider which the PGA IGI is not able to provide. In such a case, the student must provide evidence of the support being provided by the alternate provider;
- If the student can provide evidence that his or her reasonable expectations about the current course are not being met;
- If the student demonstrates that they are experiencing a threat to their physical or mental health or safety by remaining at the PGA IGI and demonstrates clearly how this will be alleviated through a transfer;
- The student is not coping in the program, despite having undertaken an individually tailored intervention strategy at the PGA IGI with no sign of improvement in their academic performance;
- The student is required to move interstate;
- The program of study is not consistent with the documented program requested on the student's application;
- The student can provide evidence that he or she was misled by the PGA IGI or an approved education agent regarding the PGA IGI or its program, which constitutes a breach of the ESOS Act;
- An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student;
- Compassionate/compelling circumstances (documented in writing and with any applicable supporting evidence supplied) which necessitate transfer to another provider.

The PGA IGI will keep records of all requests for Letters of Release and the process used to make a decision and will keep the student informed.

## 2. Prior to commencing the Principal Program

If a student wishes to transfer prior to commencing their course at the PGA IGI and have a Coe they will need to obtain a Letter of Release to transfer to another provider.

Students will be made aware that the terms and conditions of the refund policy. The PGA IGI will inform the student that they should contact the DIBP to obtain advice on their decision to change providers as a new visa may be required. The Student Services and Administration Coordinator will register the cancellation of enrolment on PRISMS, and place a copy of all related documents in the student's file.

## STUDENT TRANSFER PROCEDURE

### 1. Transfer to the PGA IGI

Students wanting to transfer to the PGA IGI must complete an application form and submit this with all the required application documents. The PGA IGI will issue the student with a Letter of Offer to take to their current provider. Once the current provider has the Letter of Offer from the PGA IGI they can provide a Letter of Release. A Letter of Release from the applicant's current provider will only be required if the request to transfer is made *before six (6) months* of the principal course has been completed. The letter must be an original or certified copy; a transferring student must provide proof that they have a commitment to previous studies and that they have paid all course fees. To support their transfer application a student must provide:

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

The PGA IGI must not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principle course of study except where:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- The original registered provider has provided a Letter of Release
- The original registered provider has had a sanction imposed on its registration by the Australian Government or State or Territory Government that prevents the student continuing from his or her principle course
- Any government sponsor of the student considers the change to be in the students best interest and has provided written support for the change.

The Student Services and Administration Coordinator will place all documents relating to a transfer request in the electronic student file.

## **2. Transfer from the PGA IGI**

In requesting a transfer to another education provider a student must complete a Application for Transfer between Registered Providers form (via The Fairway) and provide detailed reasons for their transfer request (the onus is on the student to prove that it will be detrimental to them in some way to remain in the program). The application must also be submitted with a valid Letter of Offer from the receiving provider.

The Student Services and Administration Coordinator will forward the student transfer request to the Senior Manager of the PGA IGI for an assessment and decision. Within 14 days of receipt of a transfer application the Senior Manager make a decision and will notify the student in writing of the outcome of their application with 10 working days. If a student transfer is approved, a Letter of Release will not be issued until all financial obligations/outstanding fees with the PGA IGI have been finalised.

When a Letter of Release is provided, it will be at no cost to the student and will advise the student to seek advice from the DIBP as to whether a new student visa is required. The PGA IGI may exceed decision timeframes if it requires additional information or for incomplete applications. The Student Services and Administration Coordinator will place all documents relating to a transfer request in the student file.

### **Note: No Release Letter is required where:**

The student has completed at least 6 calendar months' study in their principal course;

- The student is Government sponsored and that Government sponsor provides written support for the change as it considers the change to be in the student's best interests;
- The PGA IGI has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The PGA IGI has a sanction imposed on it that prevents the student from continuing his or her principal course.

The Letter of Release provided to the student will document the following information for the new provider:

- Student name and student number;
- Course/s studied;
- Date of entry and release;
- Progress within each course/ or unit of study;
- Length of time with the PGA IGI;
- Payment of fees for the program.

### **Refusal of Transfer Request**

Where the PGA IGI has not approved a transfer request the student will be provided with written reasons for refusing the request. If the student is not satisfied with the decision as to whether or not to grant a Transfer Between Registered Providers or believes the decision was not made in accordance with this procedure, the student has the right to appeal (within ten working days) on the decision to the Senior Manager of the PGA IGI. In this event the PGA IGI will maintain the student's enrolment until the appeals process is completed.

**Note:** What does 'maintain the student's enrolment' mean? The PGA IGI must maintain the student's enrolment while the complaints and appeals process is ongoing i.e. make no changes to the student's enrolment status on 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.

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

- student has simply changed their mind about their program of study;
- if the student has not accessed PGA IGI support services for assistance with study or personal issues such as living a long distance away from campus, travel difficulties, difficulties adjusting to life in Australia;
- the demands of academic work at the PGA IGI, i.e. where a student having been provided with either/or academic counselling, reasonable adjustment for assessment items and submission extensions refuses to accept/access support services;
- the PGA IGI forms the view that the student is trying to avoid being reported to DIBP for failure to meet its academic progress and attendance requirements;
- the student does not have a valid enrolment offer from a CRICOS registered provider;
- the student has outstanding fees;
- the course for which the student is intending to enrol in with the other provider, is similar to or the same as the course in which the student is currently enrolled;
- the student is experiencing home stay or other accommodation problems, i.e. where a student has been provided with either/or counselling, accommodation/home stay assistance or refuses to accept/access support services;
- the student is experiencing course schedule conflict with personal, work, or other non-study commitments;
- the PGA IGI believes that a transfer at this time could be considered detrimental to the student.

**Please Note:** [PGA IGI Policy and Procedures may be updated at any time.](#)  
[Current Versions of PGA IGI Policy and Procedures can be found on our website](#)  
[\(www.pgaigi.com\) and on our e-learning platform, 'The Fairway'.](#)

## 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.

- **Privacy Act 1988**

The Privacy Act 1988 is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to, and correction of, that information. The PGA IGI is bound by Australian Privacy Principles (APPs) and our obligations under the Act when it handles personal information obtained from and by students of the PGA IGI and in particular for the purposes of VET Student Loans assistance and the repayment of loans under the Higher Education Support Act 2003 (HESA) Schedule 1A, CI23 (1). Our Privacy Policy shows the way in which we use and protect the personal information of our students, staff and clients, including those that are making enquiries about services.

- **Copyright Act 1968**

The Copyright Act 1968 is an act relating to copyright and the protection of certain performances, and for other purposes.

- **Anti-Discrimination Act 1991**

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

- **Education Services for Overseas Students Act 2000 and the Education Services for Overseas Students Regulations 2001 and National Code of Practice 2007**

The purpose of the legislation is to protect the interests of people coming to Australia on student visas, by providing tuition and financial assurance and by ensuring a nationally consistent approach to provider registration. The legislation also seeks to ensure the integrity of the industry through visa-related reporting requirements, and the integrity and accuracy of marketing materials and recruitment services by qualified, competent, and informed staff.

- **Education (Overseas Students) Regulation 2014**

The aim of this regulation is to ensure that providers of courses and programs for overseas students have in place, policies and procedures so as to help the prospective students make informed decisions about the provider.

- **Student Identifiers Act 2014**

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)

- **VET Student Loans Act 2016**

VET student loans are approved by the Secretary for eligible students for approved courses. VET student loans are used by the Secretary to pay tuition fees for students. If the Secretary uses a loan amount to pay tuition fees, the student incurs a HELP debt. HELP debts are managed under the *Higher Education Support Act 2003*.

- **National Vocation and Educational Training Regulator Regulations 2011**

Is the Act that established the National Vocational Education and Training Regulator, called the Australian Skills Quality Authority (ASQA) <https://www.asqa.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)



## KEY WORDS AND PHRASES

### ***Compassionate and compelling:***

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

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

### ***Defer or temporarily suspend:***

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

### ***Deferment:***

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

### ***DIBP:***

Department of Immigration and Border Protection

### ***eCOE:***

Electronic Confirmation of Enrolment. Only required for international students for purposes of obtaining a student visa.

### ***Extenuating Circumstance:***

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

### ***IELTS:***

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

### ***Maintaining student enrolment:***

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

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

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

### ***PRISMS:***

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

***Program:***

Refers to the qualification or course.

***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/metronorth2/mental-health/alcohol-and-drug-service/adis">www.health.qld.gov.au/quarantine/metronorth2/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 <a href="http://Domestic students only">Domestic students only</a> <a href="https://1800bulkbill.com.au/">https://1800bulkbill.com.au/</a>	1800 285 524

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.



*Excellence in Golf Education*

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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

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_