

# Student Handbook

**Your first step towards a career in golf** By the Golf Industry for the Golf Industry

# DIPLOMA OF GOLF MANAGEMENT (ON CAMPUS)

# **REGISTRATION DETAILS**

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

#### **CAMPUS LOCATION**

Address:

PGA Learning Hub 600 Thompsons Road, Sandhurst, VIC 3977

# **CONTACT DETAILS**

Email: Website: admin@pgaigi.com www.pgaigi.com

### STUDENT SERVICES

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

Student Services and Administration Co-Ordinator 03 8320 1977 0499 990 951 Suzanne Burns RTO Manager 03 8320 1914



# **INTRODUCTION AND WELCOME**

#### Dear Student

On behalf of all our staff, welcome to the PGA institute. Well regarded internationally, the PGA Institute has established new standards of excellence in education and we are proud to be associated with the PGA of Australia, Griffith University, Deakin University and Holmesglen Tafe. We trust you will enjoy being a part of our community and we look forward to being a part of your journey to a career in golf.

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.

The PGA Institute 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 Institute website, please contact our office to discuss your needs with any of our staff.

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

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

Welcome to the PGA Institute family!

**Suzanne Burns** PGA RTO Manager PGA Institute



# **ABOUT THE PGA INSTITUTE**

### **PGA INSTITUTE HISTORY**

The PGA Institute is a centre of excellence for training and education. Our head office is located at our Golf Learning Hub in Melbourne. Offering education for domestic and overseas students, the PGA Institute 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 Institute is a Proprietary Limited (Pty Ltd) for profit private company. The PGA Institute was incorporated in May 2005 and is assisted in its operations by our owner the PGA of Australia.

#### **MISSION STATEMENT**

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

#### **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.

# **RTO DETAILS**

The PGA Institute offers nationally recognised, qualifications that comprise vocational training certificates through to advanced diploma level. The PGA Institute 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 Institute 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 Institute is bound by the requirements of the ESOS Framework including Act 2000 as amended and the National Code 2018 in all of its operations and interactions with overseas students.

The PGA Institute 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 Institute 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 Institute aims to ensure that every student gains the maximum benefit from participating in a particular course or program.

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



#### MELBOURNE CAMPUS -PGA GOLF LEARNING HUB

The PGA Campus is located at the PGA Learning Hub at the Sandhurst Club. Sandhurst offers championship golf facilities to students all year round, with golf access to the practice range and both the Champions Course and North Course.

The Melbourne campus offers modern facilities, student lounge area, study zones, access to Sandhurst café, and full-time dedicated student support staff that will make students feel safe, welcome and engaged in their studies. Our classrooms are bright and newly furnished, including technology and simulations allowing students to apply the skills and knowledge to be learnt in a supported environment.

#### TRAINERS

The PGA Institute ensures that delivery of theory subjects in the program are conducted by industry professionals who have vocational experience within the golf industry or management area. Trainers and guest speakers ensure that all students are provided with real world information and practices from experienced and successful experts in their respective fields."

#### **FIRST AID**

Any personal injury sustained at PGA Institute must be reported immediately to PGA Institute 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.

#### 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.

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## STUDENT ASSISTANCE

The support services we offer are student focused. The PGA Institute has a range of services including formal and informal counselling services, academic assistance, and Student Services Staff.

If it is necessary to refer a student to an external support service e.g. medical practitioner, the PGA Institute does not charge for the referral, but the external support service may charge and students should ask for an outline of their fees prior to attending an appointment. Students are provided with a list of phone numbers for a number of external service providers, ranging from phone counselling to alcohol and drug services (found at the back of this handbook).

The student services staff can help you to adjust to life and study with the PGA Institute, especially if you have moved from interstate or overseas for your study. Sometimes problems such as homesickness, unfamiliar food, personal safety, money safety, transport, medical incidents and cultural expectations arise that may impede the successful completion of your study program.

Student Services staff is available for support and counselling to help you to resolve any such issues. Student Services staff and the Senior Manager are also available for guidance and counselling in other areas such as academic progress, options for further study and/or career pathways. Please see the contact details at the end of the handbook.

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

- Arrangement for temporary accommodation by request (chargeable)
- Advice and basic assistance in using public transport, opening bank accounts and purchasing a car (at no charge to the student).

## **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 Institute will inform the student in writing that they must show cause why their enrolment should not be cancelled. Students who breach Australia's laws will be reported to the correct authorities, including the police and the Department of Home Affairs.

Students are required to comply with all reasonable requests and requirements made by staff of the PGA Institute 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 Institute 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 Institute into disrepute, is permitted. Such activity may be deemed gross misconduct and as such could result in course cancellation.
- Full time students are to attend class wearing the PGA Institute student uniform – (polo shirt and or long sleeve jumper)
- At any time when a student is representing the PGA Institute such as golf tournaments or work experience, they are to attend wearing the PGA Institute student uniform – (polo shirt and or long sleeve jumper). Clothing items with graphic images or language will not be tolerated.

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 fulltime or distance student, a student's result will be penalised accordingly or they may be excluded from the Institute. The PGA Institute's Cheating & Plagiarism Policy can be found on the PGA Institute e-learning platform, TopClass.

### **SPECIAL NEEDS**

Please advise the PGA Institute if you have any special needs or allergies that may affect your studies (e.g. asthma or diabetes, dyslexia, allergies). If you require specific assistance in relation to your special needs, please advise our office as soon as possible. It is important that the PGA Institute know of any illnesses that may become a danger to the student such as diabetes.

Where appropriate, our staff will apply reasonable adjustment to your training and assessment. This means that 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).

### ACADEMIC RESOURCES

You will be provided with a student login to the PGA Institute e-learning platform, TopClass 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.

Students will be required to supply their own golfing equipment. We provide internet access and printing services at our head office. The internet is free and there is a small charge for printing.

### **CRITICAL INCIDENTS**

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

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

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

#### Definition of a Critical Incident:

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

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

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

### ATTENDANCE REQUIREMENTS

Students will be advised of their responsibility to attend all scheduled classes and our attendance requirements prior to enrolment and as part of our orientation program. Students will be provided with a term schedule at the start of each term. The PGA Institute will maintain accurate and systematic records of attendance electronically. We are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements due to their poor attendance.

### **RECORDING ATTENDANCE**

Class attendance will be recorded by the trainer/assessor at the start of each scheduled class. The attendance sheet will be submitted by the trainer and assessor to the Student Services Coordinator. Any explained absences ie. medical certificate supplied will be noted on the attendance document and a copy of the medical certificate will be placed in the student's file.

### ATTENDANCE

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

#### ABSENT - 1 DAY

Students are required to contact the office by phone or email if they cannot attend class due to an illness or an unforeseen circumstance. The student must contact the PGA Institute to inform us of any absence on the same day or the following day. A copy of the contact will be recorded in the student management system.

#### **CONSECUTIVE CLASSES ABSENT - 2 OR MORE DAYS**

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



### **GOLF ACCESS**

The PGA Institute provides students with full golf access to Sandhurst Golf Club.

During study of the 10810NAT Diploma of Golf Management, students undertake a number of hands-on activities for the program, as they focus on specifics for golf such as:

- managing golf competitions
- interpreting and applying the rules of golf to the golf course in competition
- how to manage on course golf operations

Play unlimited golf all year round with your golf access, with no daily green fees, unlimited range balls and access to practice facilities.

Students may undertake golf coaching at additional costs with access to PGA Professionals to get a greater understanding of their golf swing with our PGA Academy Coaches.

# **GOLF DEVELOPMENT PROGRAM**

The Golf Development Program can be added on to provide students with golf coaching and training in addition to your desired PGA Institute education program.

This program is suitable for students looking to improve their golf skills, where playing a higher standard of golf may be beneficial to your career objective. In addition, you may be simply looking to add balance and recreation to your studies.

Working with PGA Academy coaches, students will undertake a holistic 4 day per week program that implements proven long term training methodologies. Taking an educational approach to improvement, combined with inter-squad golf competitions, practice sessions

and gym conditioning classes will benefit the student golfers.

\*This program is an additional cost that can be added onto your course of study

# **EDUCATION AND VOCATIONAL PATHWAYS**

## **10810NAT DIPLOMA OF GOLF MANAGEMENT**

The Professional Golfers Association (PGA) 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 10810NAT Diploma of Golf Management may be able to access PGA pathways into the PGA Member Pathway Program. These pathways are available for those who wish to turn their passion for golf into a career as a Full Vocational Member of the PGA of Australia (PGA Professional)

Study in the PGA Member Pathway Program is a combination of employment, on the job training, face to face training schools (delivered off site) and online learning delivered in the student's workplace. In addition, students will ensure they retain a professional playing standard through entry in regular PGA Associate tournaments. All students wishing to enter either program must meet the program entry requirements.

Upon successful completion of all program requirements, the Membership Pathway Program leads to Full Membership (Vocational) of the PGA, translating an individual's passion for the sport into a wide variety of career opportunities in the golf industry. Study in the PGA Membership Pathway Program is a combination of employment, on the job training, face to face training schools and online learning.

All program information, including qualifications of study, student entry requirements and more are outlined on www.pga.org.au/education

### **UNIVERSITY PATHWAYS**

Students who successfully complete 10810NAT Diploma of Golf Management are eligible to apply for credits earned from their PGA Institute studies toward selected Bachelor Degrees with Griffith University and Deakin University.

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

**Griffith University** 

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

**Deakin University** 

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

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

# **ACADEMIC INFORMATION**

# LANGUAGE, LITERACY AND NUMERACY (LLN)

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



#### **UNIQUE STUDENT IDENTIFIER (USI)**

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

It is the student's responsibility to register for and receive their USI number. If you already have a USI, students are required to provide this on the PGA Institute USI Form. Those students 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 Institute Form.

#### Website: www.usi.gov.au

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

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.

# ACADEMIC INFORMATION

#### **CREDIT TRANSFERS AND RECOGNISED PRIOR LEARNING**

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

The PGA Institute may:

- Grant credit for formal study undertaken in recognised institutions in Australia, including universities, colleges, TAFE and other post-secondary education institutions.
- Recognise prior learning and experience
- Students are informed about the availability of CT and RPL in the Application form prior to enrolment. Students may apply to CT or RPL via the eLearning platform "TopClass" once enrolled

If the PGA Institute grants any course credit to overseas students and that reduces the course length, the PGA Institute will:

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

Note: only in very exceptional circumstances will the overseas student be granted CT or RPL that will lead their course duration being shortened, unless it is the last scheduled unit of competency to be delivered. When an overseas student is granted RPL or course credit, the PGA Institute will give a written record of the decision to the overseas student and retain a written record of acceptance or two years after the overseas students ceases to be an accepted student.

#### **COURSE CREDIT APPLICATION PROCESS**

PGA Institute staff will provide access to our e-learning platform, TopClass to an enrolled student. 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 TopClass 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 Institute staff member. On successful completion of the RPL application, the Programs Manager will make a decision on the applicant's RPL/Credit Transfer application within 14 days of submitting evidence via the Fairway. If the RPL/Credit Transfer application is successful or unsuccessful, the Programs Manager will inform the applicant in writing.

For full Course Credit policy please see the PGA Institute website.

# **ACADEMIC INFORMATION**

#### ASSESSMENT

Top Class will provide details of all assessment items for each unit. 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.

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 Institute reserves the right to cancel a student's enrolment for unsatisfactory academic performance, or impose sanctions such as removal of golf privileges for Students until remedied.

### COMPETENT

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

# NOT YET COMPETENT

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

The determination of being not yet competent has an impact on the student's progression and a formal meeting with the student and the PGA Institute assessor will need to occur.

As a result of this meeting a range of options may be presented:

- A further opportunity to resubmit and 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 or 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 reassessment, or provide too much content feedback to effectively provide Students with the required answers or responses.

# **STUDENT FEES**

# **FEE PROTECTION**

https://www.pgaigi.com/student-policies-and-procedures/

Using the link above, you can access the following policies and procedures:

- Fee and refund policy
- Monitoring Course Progress
- Complaints and Appeals
- Academic Misconduct
- Overseas Student Support Services
- Overseas Student Transfers
- Overseas Student Visa Requirements
- Deferring, Suspending or Cancelling Overseas Student Enrolment

# **STUDENT UNIFORM**

Each new full-time student who studies on campus will receive two PGA Institute 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 Institute associated clothing is not to be worn away from PGA Institute 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 a student with the PGA, you are being observed by higher bodies, namely the PGA of Australia.
- 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 Institute labelled clothing at all of the following:

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

# **IMPORTANT NUMBERS**

### ABORTION AND GRIEF COUNSELLING

Pregnancy Support Australia www.pregnancysupport.com.au 1300 792 798

# **CRISIS CARE / CHILD SAFETY**

Child Protective Services https://services.dffh.vic.gov.au/child-protectioncontacts 1300 475 170

# DOMESTIC VIOLENCE

Domestic and Sexual Abuse https://www.vic.gov.au/family-violencestatewide-support-services 1800 015 188

# LEGAL ADVICE

Legal Services https://www.legalaid.vic.gov.au/ 1300 792 387

#### PREGNANCY

Crisis Pregnancy www.pregnancycrisis.com.au 1300 777 777

# SUICIDE HELP

Suicide Helpline – Lifeline Australia www.lifeline.org.au/ 13 11 14

#### HEALTH

1NURSE ON CALL is a confidential phone service that provides health advice to Victorians. You can phone and talk to a registered nurse 24 hours a day, 7 days a week for the cost of a local call. https://www.health.vic.gov.au/primarycare/nurse-on-call 1300 60 60 24

#### **COMMUNITY EVENTS**

For all information about events that are running in the city of Melbourne please follow this link:

https://whatson.melbourne.vic.gov.au/

### ALCOHOL AND DRUG COUNSELLING

Alcohol and Drug Information (ADIS) https://www.health.vic.gov.au/alcohol-other-drugs 1300 650 172

# DEPRESSION, ANXIETY AND MENTAL HEALTH

Beyond Blue https://www.beyondblue.org.au/ 1300 224 636

#### INTERPRETING SERVICES

Within Australia www.tisnational.gov.au 13 14 50

### LOCAL EMBASIES

Department of Foreign Affairs and Trade www.dfat.gov.au 1300 555 135

### **POISON INFORMATION**

Poison Information https://www.austin.org.au/poisons 131 126

### **MEDICAL PROVIDERS**

To find your nearest bulk billing provider Domestic students only https://1800bulkbill.com.au/ 1800 285 524

# **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 short, defined period. Examples а 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.

#### **COE (CONFIRMATION OF ENROLMENT)**

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

#### **EXTENUATING CIRCUMSTANCES**

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.

#### **DEFER OR TEMPORARILY SUSPEND**

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

#### DEFERMENT

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

#### DEPARTMENT OF HOME AFFAIRS

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

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

# **KEY WORDS AND PHRASES**

#### **MISBHEAVIOUR BY THE STUDENT**

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

#### PRISMS

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

### **STUDY PERIOD**

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

### **SUSPENSION**

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

### VET

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

#### 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).

#### **RTO'S**

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

### USI

Unique Student Identifier.



# PGA INSTITUTE STUDENT HANDBOOK

PGA Interntional Golf Institute 600 Thompsons Road, Sandhurst VIC 3977 Telephone: +61 3 8320 1911 Facsimile: +61 3 9738 0000

RTO NO: 31270 CRICOS PROVIDER NO: 02754G

I have read and fully understand the PGA Institute Student Handbook

**Applicants Name** 

Applicants Signature

Date

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

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

Parent / Guardian Name:

Parent / Guardian Signature:

Date:

Relationship to student: