



# STUDENT HANDBOOK ONLINE

**YOUR FIRST STEP TOWARDS A CAREER IN GOLF**  
EDUCATION BY THE GOLF INDUSTRY FOR THE GOLF INDUSTRY



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# PGA of Australia Institute

RTO No: 31270 CRICOS No: 02754G

## CAMPUS LOCATION



**PGA Learning Hub**  
600 Thompsons Road, Sandhurst, VIC 3977

**Suzanne Burns**  
Senior Manager

**03 8320 1914**

## STUDENT SERVICES

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

Phone  
 **03 8320 1977**

Mobile/ WhatsApp  
 **+61 499 990 951**

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

[PGAInstitute@pga.org.au](mailto:PGAInstitute@pga.org.au)



# WELCOME

## TO THE PGA INSTITUTE

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. We trust you will enjoy being a part of our community and we look forward to being a part of your journey to a successful 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 call or email us with any questions you may have.

Welcome to the PGA Institute family!

**Suzanne Burns**  
 Senior Manager - RTO  
 PGA Institute



# ABOUT THE PGA INSTITUTE

## WHO WE ARE

The PGA Institute is a centre of excellence for training and education in golf. Our head office is located at the PGA Golf Learning Hub in the heart of Australian golf. 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.

## WHAT WE DO

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.

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.

## 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.

## PGA INSTITUTE COURSE LIST

- ◆ Diploma of Golf Business & Management (11256NAT)
- ◆ Diploma of Sport (SIS50321)
- ◆ Diploma of Business (BSB50120)
- ◆ Advanced Diploma of Leadership and Management (BSB60420)
- ◆ Diploma of Golf Business & Management (11256NAT) and Diploma of Sport (SIS50321)
- ◆ Short Course Micro credentials

## 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;
- ◆ Ensure management practices are implemented that safeguard the interest and welfare of students in all training and assessment situations.

## PGA INSTITUTE TRAINERS

Our training and assessment practices are world class, thanks to our team of highly skilled trainers and assessors. Our team of educators not only possess a passion for facilitating and learning but we also complement our on-campus programs with guest speakers.

These guest speakers bring a wealth of industry expertise, offering valuable insights into current trends. Our guest speakers are accomplished managers and professionals who are actively involved with various industry bodies and clubs across Australia. This ensures that our students receive a well-rounded education that aligns with the latest industry developments

To see more information about our team, please visit [golf.com.au/pgainstitute-team](http://golf.com.au/pgainstitute-team)

## 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.

### Student Support Contact Details



[PGAInstitute@pga.org.au](mailto:PGAInstitute@pga.org.au)



+61 499 990 951



# PATHWAYS

## HIGHER EDUCATION

Students who successfully complete 11256NAT Diploma of Golf Business & Management are eligible to apply for credits earned from their PGA Institute studies toward selected Bachelor Degrees with Griffith University, Deakin University, Torrens University and Holmesglen Tafe.

With 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.



### Holmesglen Institute

- Bachelor of Sport (Business) or Bachelor of Hospitality



### Deakin University

- Bachelor of Business (Sports Management)



### Torrens University

- Bachelor of Business, Bachelor of Business (Marketing) Bachelor of Business (Entrepreneurship) or Bachelor of Business (Sport Management) plus 15% scholarship



### Griffith University

- Bachelor of Business or Bachelor of International Tourism and Hotel Management

To learn more about the higher education pathways at any of the above institutions please contact the PGA Institute Student Services team at [PGAinstitute@pga.org.au](mailto:PGAinstitute@pga.org.au)





# STUDENT

## CODE OF 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 full- time 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, eHub.





## STUDENT CODE OF CONDUCT 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 must contact the office via phone or email if they are unable to attend class due to illness or unexpected circumstances. It is essential that students notify the PGA Institute of any absence on the same day or the following day. All communications will be documented in the student management system.

### ABSENT - 2 OR MORE CONSECUTIVE DAYS

A medical certificate (from General Practitioner, Dentist, Physiotherapist) 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.

## STUDENT CODE OF CONDUCT 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 and maintained.

### DEFINITION OF A CRITICAL INCIDENT

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

*"PGA Institute is a good environment to develop my golf potential as well as create a solid foundation for my future golf career"*

*Diploma of Golf Management Student*

## STUDENT CODE OF CONDUCT 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).

## STUDENT CODE OF CONDUCT 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.



# ACADEMIC INFORMATION

## COURSE REQUIREMENTS

### COURSE REQUIREMENTS 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.

\*Please note that for International Students extra English language requirements are required as per conditions of enrolment.

### COURSE REQUIREMENTS UNIQUE STUDENT IDENTIFIER

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.



[usi.gov.au](https://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**  
**Department of Education & 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 RECOGNITION OF 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 “eHub” once enrolled.

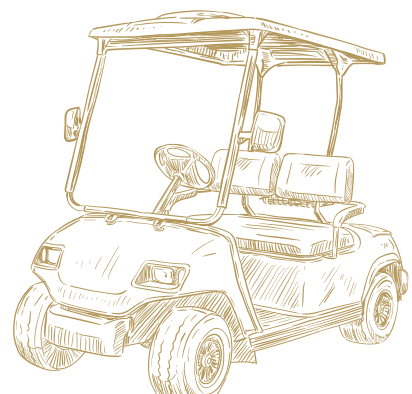
### If the PGA Institute grants any course credit to overseas students and that reduces the course length, the PGA Institute will:

- ◆ 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.

## ACADEMIC INFORMATION COURSE CREDIT APPLICATION PROCESS

PGA Institute staff will provide access to our e-learning platform (eHub) 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 eHub 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 eHub. The Programs Manager will inform the applicant in writing if the application for RPL/Credit Transfer is successful or unsuccessful.



## ACADEMIC INFORMATION ASSESSMENT

Our eLearning platform (eHub), offers comprehensive details on all assessment items for each unit. The assessment of all programs are based on the achievement of the competencies outlined 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 evaluate many practical aspects of your course during observation sessions, providing opportunities for discussions and 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.

## ACADEMIC INFORMATION 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 re-assessment, or provide too much content feedback to effectively provide Students with the required answers or responses.



# PGA INSTITUTE

## PRIVACY NOTICE

### PRIVACY NOTICE

Under the Data Provision Requirements 2012, PGA International Golf Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by PGA International Golf Institute for statistical, regulatory and research purposes.

#### PGA International Golf Institute may disclose your personal information for these purposes to third parties, including:

- ◆ Employer – if you are enrolled in training paid by your employer;
- ◆ Commonwealth and State or Territory government departments and authorised agencies;
- ◆ National Centre for Vocational Education Research (NCVER)
- ◆ Organisations conducting student surveys;
- ◆ Researchers

#### Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- ◆ Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- ◆ Facilitating statistics and research relating to education, including surveys;
- ◆ Understanding how the VET market operates, for policy, workforce planning and consumer information;
- ◆ Administering VET, including program administration, regulation, monitoring and evaluation

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

### PRIVACY NOTICE

### PRIVACY PRINCIPLES

Information collected about you on this form and during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities including USI Registry and, if relevant, the Tuition Protection Service and the ESOS Assurance Fund Manager.

In other instances, information collected on this form or during your enrolment can be disclosed without your consent where the PGA Institute is authorised or required by law to do so. You can access information collected from you on this form and during your enrolment by contacting Student Services and Administration Coordinator at the PGA Institute.

Failure to provide all information required by this form could result in delaying your application or cancellation of your Letter of Offer. Failure to provide all information required by this form could result in delaying your application or for international students, cancellation of your Letter of Offer/COE.



# TUITION FEES

## LOCAL & INTERNATIONAL

### FEES STUDENT FEES

The individual course guides (also referred to as a prospectus) will exhibit course fees and charges. Applicants will receive course outlines prior to enrolment and the PGA Institute office will keep up to date course outlines on hand at all times.

For compliance purposes, the PGA Institute is not able to accept more than \$1500.00 in prepaid fees prior to course commencement.

### FEES INTERNATIONAL STUDENTS

All International students' prepaid fees are covered under the Tuition Protection Service (TPS). In the event of the PGA Institute are unable to fully deliver their course of study.

The TPS ensures that international students are able to either:

OR

complete their studies in another course or with another education provider

Receive a refund of their unspent tuition fees.

### FEES ANY OTHER FEES PAYABLE

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

### FEES COURSE REFUNDS

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

### FEES PROCESS FOR CLAIMING REFUNDS

Refund applications for full or partial refunds must:

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

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

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

Refund applications will not be processed where the signature on the Application for Refund Form does not match the student's signature as shown on other documents provided by the student for admission to the PGA Institute. A Refund Calculation Statement will be prepared and forwarded to the student and any refund will be made in Australian dollars (AUD) less any bank fees or Agent Fees. The PGA Institute is not liable for any variance from the foreign exchange rates fluctuations.

The funds covering the tuition fees must be cleared (i.e. cheques cleared, telegraphic transfers received etc) and all debts to the PGA Institute must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.

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



# TUITION FEES

## REFUND APPLICATIONS

### FEES REFUND APPLICATIONS

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The funds covering the tuition fees must be cleared (i.e. cheques cleared, telegraphic transfers received etc) and all debts to the PGA Institute must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.

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

The course does not start on the agreed starting date which is notified in the Letter of Offer	<b>FULL REFUND</b> LESS APPLICATION FEE
The course stops being provided after it starts and before it is completed	<b>FULL REFUND</b> LESS APPLICATION FEE
The course is not provided fully to the student because the PGA Institute has a sanction imposed by a government regulator	<b>FULL REFUND</b> LESS APPLICATION FEE
An offer of a place is withdrawn by the PGA Institute a student is unable to obtain a student visa	<b>FULL REFUND</b> LESS APPLICATION FEE
A student applies for a Student Visa (500) and the application is refused by DHA	<b>FULL REFUND</b> LESS APPLICATION FEE
Illness or disability prevents a student from taking up the course (evidence required i.e., medical certificate)	<b>FULL REFUND</b> LESS APPLICATION FEE
A student fails to meet the English or other requirements for admission for the course	<b>FULL REFUND</b> LESS APPLICATION FEE
There is death of a close family member of the student (parent, sibling, spouse or child) prior to course commencement	<b>FULL REFUND</b> LESS APPLICATION FEE
Where a student has applied for a VET Student Loan and withdraws before on or before the census date	<b>FULL REFUND</b>
Prior to course commencement where the PGA Institute withdraws an offer based on incorrect or incomplete information supplied by the student	<b>PARTIAL REFUND</b> LESS \$1,000 + APPLICATION FEE
Where a student, after accepting an offer of a place, withdraws from a course less than 20 working days before the commencement of the course.	<b>PARTIAL REFUND</b> LESS \$2,000 + APPLICATION FEE
Where the student dies after commencement of the course a refund of the unused portion (pro rata) of any tuition fees will be refunded.	<b>PARTIAL REFUND</b>
A student withdraws or defers from a course after commencement	<b>NO REFUND</b>
A student whose enrolment is either suspended or cancelled by the PGA Institute for whatsoever reason during a semester, including but not limited to misbehaviour or non-payment of fees to the PGA Institute	<b>NO REFUND</b>
A student whose visa is cancelled by DHA during or prior to a semester	<b>NO REFUND</b>
A student has a change of mind and does not want to do the course or has a change in personal circumstances	<b>NO REFUND</b>
Illness or injury (student may apply for compassionate and compelling circumstances in certain circumstances, see relevant section in the full refund policy)	<b>NO REFUND</b>

# COMPLAINTS AND APPEALS

## COMPLAINT PROCESS

Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be obtained by contacting Student Administration at the PGA Institute, or through their website.

**All formally submitted complaints or appeals are submitted to Student Administration or directly to the RTO Manager. Complaints are to include the following information:**

- ◆ Submission date of complaint
- ◆ Name of complainant
- ◆ Nature of complaint
- ◆ Date of the event which lead to the complaint
- ◆ Attachments (if applicable)

**Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the RTO Manager. The information to be contained and updated within the register is as follows:**

- ◆ Submission date of complaint
- ◆ Name of complainant
- ◆ Description of complaint / appeal
- ◆ Determined Resolution
- ◆ Date of Resolution

The complainant shall be notified in writing that their complaint has been received and registered with the PGA Institute.

A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.

The PGA institute Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the PGA Institute Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the PGA Institute must receive, in writing, grounds of appeal. Complainants are referred to the appeals procedure.

### Note:

Complaints/Appeals process does not circumvent the student's right to take further action under Australian consumer protection laws.

## APPEALS PROCESS

If the student is not satisfied with the result or the manner in which the complaint handling was conducted, the PGA Institute will advise the student of his/her right to access our internal or external appeals process. This process will be implemented at minimal or no cost to the student.

The PGA Institute uses the following party as its external independent third party:

Dispute Resolution Branch at the Department of Justice and Attorney-General  
Toll Free No: 1800 017 288

The PGA Institute will continue to offer the student learning opportunities throughout the complaints or appeals process. In some cases, relating to student behaviour, we may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, the PGA Institute will immediately implement any decision and/or corrective and preventative action required. On conclusion of the appeals process the Student Services & Administration Coordinator will place a copy of all documentation on the student's file.



# STUDENT SUPPORT

## IMPORTANT SUPPORT SERVICES

### ABORTION AND GRIEF COUNSELLING

Pregnancy Help Australia

[pregnancyhelpaustralia.org.au/](http://pregnancyhelpaustralia.org.au/)

1300 139 313

### ALCOHOL AND DRUG COUNSELLING

Alcohol and Drug Information (ADIS)

[health.vic.gov.au/alcohol-other-drugs](http://health.vic.gov.au/alcohol-other-drugs)

1300 650 172

### CRISIS CARE / CHILD SAFETY

Child Protective Services

[services.dffh.vic.gov.au/child-protection-contacts](http://services.dffh.vic.gov.au/child-protection-contacts)

1300 555 526

### DEPRESSION, ANXIETY AND MENTAL HEALTH

Beyond Blue

[beyondblue.org.au](http://beyondblue.org.au)

1300 224 636

### DOMESTIC VIOLENCE

Domestic and Sexual Abuse

[vic.gov.au/family-violence-statewide-support-services](http://vic.gov.au/family-violence-statewide-support-services)

1800 015 188

### INTERPRETING SERVICES

Within Australia

[tisonational.gov.au](http://tisonational.gov.au)

13 14 50

### LEGAL ADVICE

Victorian Legal Aid

[legalaids.vic.gov.au](http://legalaids.vic.gov.au)

1300 792 387

### LOCAL EMBASIES

Department of Foreign Affairs and Trade

[dfat.gov.au](http://dfat.gov.au)

1300 555 135

### PREGNANCY

Crisis Pregnancy

[pregnancycrisis.com.au](http://pregnancycrisis.com.au)

1300 777 777

**POISON INFORMATION****Austin Health**[austin.org.au/poisons](http://austin.org.au/poisons)**131 126****SUICIDE HELP****Lifeline Australia**[lifeline.org.au](http://lifeline.org.au)**13 11 14****MEDICAL PROVIDERS****Find your nearest bulk billing provider**  
(domestic students only)[1800bulkbill.com.au](http://1800bulkbill.com.au)**1800 285 524****HEALTH****NURSE ON CALL** (confidential phone service  
for all Victorians. 24/7)[health.vic.gov.au/primary-  
care/nurse-on-call](http://health.vic.gov.au/primary-care/nurse-on-call)**1300 60 60 24****COMMUNITY EVENTS****What's On Melbourne**[whatson.melbourne.vic.gov.au/](http://whatson.melbourne.vic.gov.au/)

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# REFERENCE INFORMATION

## PGA Institute Policy and Procedures

The following Policies & Procedures can be found on our website: [golf.com.au/pgs-institute-policies](http://golf.com.au/pgs-institute-policies)

- ◆ Student fees 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 Student Enrolment

# KEY WORDS AND PHRASES

## 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.

### COE (CONFIRMATION OF ENROLMENT)

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

### DEFER OR TEMPORARILY SUSPEND

Deferrals and suspensions are reported by providers to the Department of Home Affairs (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.

### 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.

### 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.

**MISBEHAVIOUR BY THE STUDENT**

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

**PRISMS**

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

**PROGRAM**

Refers to the qualification or course.

**REASONABLE ADJUSTMENT**

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

**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.

**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.

**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.

**TRAUMATIC EVENT**

A traumatic event is not limited to, but could include:

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



