



# Student Policy

Career Academy Australia Pty Ltd

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## 1 Introduction

The purpose of this Student Policy is to provide guidance for students and staff about rules and procedures of The Career Academy Australia. Students must read the Student Policy and agree to comply with it before their enrolment is confirmed.

The Student Policy may be updated from time to time. Please check the website or learning platform regularly for the most up to date version.

## 2 Admission and Enrolment

### 2.1 Who may enrol with The Career Academy Australia

- 2.1.1 To be considered for enrolment at The Career Academy Australia, a student must be a domestic or international student and meet all other entry requirements.
- 2.1.2 International students may enrol at The Career Academy Australia provided they are not residing in Australia. Students who are residing in Australia under a visa other than a resident class or working-class visa will have to be referred to the senior management for approval.
- 2.1.3 Students who are under 16 years old may not enrol at The Career Academy Australia.
- 2.1.4 Students who are over 16 years old but under 18 years old may enrol at the Career Academy Australia through their school, or independently. A student who wishes to enrol independently must provide verbal or written parental/guardian consent and proof of support of payment of fees.
- 2.1.5 Students must provide supporting documentation to confirm their identity and demonstrate that they are eligible to enrol. Supporting documentation can include:
  - Australian Passport; or
  - Passport along with a Australian resident visa stamp page/e-visa
  - A current form of photo ID (such as Driver's License front and back page, proof of age card or Medicare card) along with Australian Birth Certificate or Australian Citizenship Certificate and proof of Australian residential address
- 2.1.6 Students must disclose any medical conditions, physical disability or other circumstances that could prevent them completing the course.
- 2.1.7 The Career Academy may require further documentation before enrolment can be confirmed.
- 2.1.8 The student must inform The Career Academy of any residency, citizenship or visa changes.
- 2.1.9 The Career Academy may refuse to enrol, or the cancel the enrolment of, students who it deems to be not of good character. This includes, but is not limited to, providing false information at enrolment, failure to pay fees on time, or breaching The Career Academy Australia's rules.

## 2.2 Course entry requirements

- 2.2.1 To be considered for enrolment at The Career Academy, a student must be able to demonstrate English proficiency to IELTS 5.5 or above. Students are also expected to have a basic understanding of computer skills.
- 2.2.2 The Career Academy delivers all courses in online form. Students must therefore ensure that they have reliable access to a computer or laptop, a stable internet connection, and Microsoft Office software.
- 2.2.3 There are no academic prerequisites for any of The Career Academy's courses.

## 2.3 Enrolment commencement

- 2.3.1 The Career Academy will confirm enrolment after all required information and supporting documentation has been received.
- 2.3.2 On confirming enrolment, course login details will be released to the student by email.
- 2.3.3 The date on which the course login email is sent will be used as the student's formal enrolment date for the purposes of cancellations, deferrals, course extensions and refunds.

## 3 Cancellations and refunds

### 3.1 How to request cancellation

- 3.1.1 If a student wishes to cancel their enrolment before completing the enrolment requirements, they may do so by emailing [admissions@thecareeracademy.com](mailto:admissions@thecareeracademy.com).
- 3.1.2 If a student wishes to cancel their enrolment or downgrade their course after their enrolment date, they must submit a cancellation request using the online form at [www.thecareeracademy.com/cancel](http://www.thecareeracademy.com/cancel)

### 3.2 Refund policy

- 3.2.1 Refunds will be made in accordance with the table below:

Circumstances	Refund amount
Cancellation form submitted prior to completing enrolment requirements	100% of course fees
Cancellation form submitted within 10 business days of the enrolment date	100% of course fees, less \$50 administration fee
Cancellation form submitted more than 10 business days after the enrolment date	No refund and student is liable to pay course fees

- 3.2.2 A student may apply for a partial refund of course fees on the grounds that their ability to study and complete their course has been significantly affected by exceptional circumstances beyond their control, which were not known to them at the time of enrolment. Any refund will be at the sole discretion of The Career Academy and must be approved by a member of the senior management team.

3.2.3 Refunds will be processed on the 20<sup>th</sup> of each month.

## 4 Payment of fees

### 4.1 Payment methods

4.1.1 Course fees may be paid via the following methods:

- Full online payment by credit card
- Full online payment by direct bank transfer
- Interest-free payment plan with DebitSuccess

### 4.2 Interest-free payment terms

4.2.1 The Career Academy offers an interest-free payment plan. Establishment fees and minimum payment requirements will apply. By signing this document, you are deemed to have accepted the Debit Success terms and conditions which can also be found on our website here: <https://www.thecareeracademy.com.au/debit-success-terms-conditions/>

4.2.2 The maximum allowable account balance will be \$3,500.00 including GST.

4.2.3 If a student misses two consecutive payments, or their account becomes significantly overdue, The Career Academy Australia may suspend access to the learning platform. Resumption of access will be at the discretion of The Career Academy's payment services team.

4.2.4 Where fees are not paid on time, The Career Academy may refer the outstanding balance to a debt collection agency.

4.2.5 The student will be liable to pay any penalty fees charged by Debit success and all costs incurred as a result of debt collection including the commission, fees and costs charged by any debt collection agency and any associated court costs.

## 5 Course transfers, deferrals and extensions

### 5.1 Course transfers

5.1.1 Within 30 days of enrolment in a course, a student may transfer to another course of equal value without paying any additional charges. Only one transfer may be made free of charge.

5.1.2 A second transfer, or a transfer requested more than 30 days after enrolment, will be at the sole discretion of The Career Academy and must be approved by a member of the senior management team. An administration fee may be charged.

### 5.2 Course deferrals

5.2.1 A student may defer the start date of a course for up to one month after the enrolment date.

5.2.2 After a course has commenced, a student can apply for a suspension of their course once throughout their study for a maximum of 3 months. Approval will be at the sole discretion of The Career Academy's Student Services or Payment Services Team.

- 5.2.3 Students enrolled in more than one course may apply to suspend certain courses until such time as they have completed others. Approval will be at the sole discretion of The Career Academy's Payment Services Team.
- 5.2.4 Payments for course fees will not be suspended during a deferral period.

### 5.3 Course extension

- 5.3.1 The Career Academy's courses are designed to be completed within set timeframes. The required timeframe for each course is published on the course page on the website.
- 5.3.2 If students need more time to complete their course, they may apply for a 1 month or 3 month extension to the existing course online at [www.thecareeracademy.com/add-ons](http://www.thecareeracademy.com/add-ons). An extension fee will be charged.
- 5.3.3 Students are permitted only one extension per course. Subsequent requests for a course extension may be approved only at the discretion of a Senior Manager.
- 5.3.4 If a student does not complete a course by the defined end date and an extension is not paid for prior to the course end date, the enrolment period will expire, the course content will no longer be accessible and it will be considered that the student has abandoned their course.
- 5.3.5 A student who has abandoned their course and enrolls in a new course is eligible for the 20% returning student discount on fees for the new course.

### 5.4 Course completion

- 5.4.1 On completion of a course, a student will be eligible to receive an electronic Certificate of Achievement.
- 5.4.2 Certificates of Achievement will be issued only after fees for the relevant course have been paid in full.
- 5.4.3 Once issued, Certificates of Achievement will be made available online. Hard copy certificates and academic transcripts are available for a fee at [www.thecareeracademy.com/add-ons](http://www.thecareeracademy.com/add-ons)

### 5.5 Student support resources

- 5.5.1 Course add-ons such as course notes and Student ID cards will be released after the student's cooling off period.
- 5.5.2 The Career Academy offers additional products (known as "add-ons") which are designed to improve students' learning experience and support their studies. Add-ons may be viewed and purchased at [www.thecareeracademy.com/add-ons](http://www.thecareeracademy.com/add-ons)

## 6 Assessment

### 6.1 Assessment guidelines

- 6.1.1 For each module, students' learning will be assessed via a written assessment and/or a quiz.

- 6.1.2 It is the student's responsibility to familiarise themselves with the assessment requirements for their course.
- 6.1.3 Students must submit only their own work for assessment.
- 6.1.4 All assignments must be submitted at least 2 weeks before the enrolment end date.
- 6.1.5 Where an assignment is submitted during the two weeks before the enrolment end date the student will need to apply for an extension to ensure they can access tutor feedback and receive their certificate(s).

## 6.2 Assessment grading

- 6.2.1 Assessments will usually be graded within 5 business days of submission, but grading may be delayed where there are high volumes of assessments.
- 6.2.2 Tutors will grade each assessment according to marking schedules. Assessments will be subject to internal and external moderation.
- 6.2.3 For written assessments, students will receive a grade of either "pass" or "resubmit required" grade. For quiz assessments, students will receive a percentage grade. The passing grade is 80%.
- 6.2.4 Students who marginally fail an assessment may be considered for a restricted pass. This will be at the discretion of the Global Tutor Team Leader. No more than two restricted passes may be granted per course.
- 6.2.5 A student may appeal their grade, or any aspect of the assessment process, by submitting a completed Student Assessment Appeal Form. This form can be obtained by emailing [studentservices@thecareeracademy.com](mailto:studentservices@thecareeracademy.com). The student's work and grade will be reviewed by the Global Tutor Team Leader. An appeal must be submitted within 10 business days of the grade being issued.

## 6.3 Resubmission

- 6.3.1 A maximum of three submissions per assessment will be permitted.
- 6.3.2 If an assessment does not receive a "pass" grade on the third attempt, and is not eligible for a restricted pass, the student's work will be reviewed by The Career Academy Global Tutor Team Leader who will decide, at their sole discretion, whether the student:
  - May pay a fee to be allowed to make one further, final submission; or
  - Must re-enrol in the course and begin from topic one, if they wish to complete the course and receive a course certificate.
- 6.3.3 If the student no longer wishes to complete the course, or has received a "fail" grade on their last permissible attempt, they may elect to receive an exit qualification. This will take the form of an academic transcript of the course modules completed, or the individual certificates for courses completed as part of a diploma.

## 7 Academic integrity

### 7.1 Plagiarism

- 7.1.1 Students must ensure that all work submitted is their own work, written in their own words.
- 7.1.2 Plagiarism is not tolerated at The Career Academy. Plagiarism includes:
- Copying text or images from The Career Academy course material.
  - Copying text or images from other resources.
  - Submitting another student's work, in whole or in part.
  - Submitting work that has been written by someone else on the student's behalf.
- 7.1.3 If a student submits work that The Career Academy considers not to be their own work, the student will be given a warning and required to resubmit the assessment. If the student continues to submit work that is not their own, the student will fail the course and will not receive a Certificate of Achievement.

## 8 Complaints and feedback

### 8.1 Feedback

- 8.1.1 The Career Academy encourages and welcomes student feedback.
- 8.1.2 Throughout and at the end of every course students are encouraged to provide feedback on the course and their learning experience. Feedback may be used for marketing purposes. If a student does not wish their feedback to be used in this way, they should advise The Career Academy Australia by emailing [studentservices@thecareeracademy.com](mailto:studentservices@thecareeracademy.com)

### 8.2 Complaints

- 8.2.1 Any complaints should be emailed to [complaints@thecareeracademy.com](mailto:complaints@thecareeracademy.com)
- 8.2.2 Depending on the nature of the complaint, it will be referred to either the relevant Team Leader or the Senior Management Team.
- 8.2.3 Complaints will be responded to within five working days.

## 9 Privacy

### 9.1 General principles

- 9.1.1 The Career Academy will collect, use, store, and disclose personal information relating to students in accordance with the provisions of the Privacy Act 1988.
- 9.1.2 Where provision or disclosure of information is voluntary or falls outside the scope of information The Career Academy is permitted to collect, store, use and disclose under the Privacy Act 1988, students will be advised, and their consent will be obtained prior to the provision or disclosure of information.

## 9.2 Collection of personal information

9.2.1 Where practicable all personal information is obtained directly from students, or from their nominated agent(s). Additionally, information may be obtained or verified through relevant government or education agencies.

## 9.3 Use of personal information

9.3.1 Personal information will be stored within The Career Academy database(s) and all practicable security measures will be maintained. A unique identifier will be assigned to each student.

9.3.2 Staff members and other personnel within The Career Academy or within agencies under contract to The Career Academy will have access to select students' personal information for purposes relevant to normal educational institute operations including but not limited to: enrolment, study, academic progress, payment services, establishing and maintaining academic and graduation records, student services, discipline, managing students' association(s) membership and records.

9.3.3 In order to conduct its proper business and as required under the Education Act 2013 and other laws, regulations, and contractual agreements by which it is bound, The Career Academy may use the student information it holds and may disclose personal information to external agencies such as government departments, bodies responsible for course moderation and professional accreditation or membership and debt collection agencies. Such agencies include, but are not limited to:

- Department of Education
- Immigration Home Affairs Australia (for students who are not AU citizens or don't hold any resident or working-class visas)
- Relevant professional bodies
- Course moderation or accreditation bodies

9.3.4 From time to time, The Career Academy may email students about other courses and offers that may be of interest to them. If a student does not wish to receive these emails, they should advise The Career Academy by emailing [studentservices@thecareeracademy.com](mailto:studentservices@thecareeracademy.com)

## 9.4 Access to personal information

9.4.1 The Career Academy will make information held about students available to them upon request and in accordance with the Privacy Act 1988.

9.4.2 Students also have the right to request correction of personal information held about them.

9.4.3 A student who wishes to request access to their personal information, or to have it corrected, should email The Career Academy at [studentservices@thecareeracademy.com](mailto:studentservices@thecareeracademy.com)

## 10 Declaration

By signing this Student Policy, I confirm that:

10.1.1 I have read and understood The Career Academy Student Policy.

10.1.2 I understand that by submitting this form I am entering into a binding agreement with The Career Academy Australia, and that the Student Policy is part of that agreement.

10.1.3 I confirm that I am an Australian citizen or hold a residence class visa and will provide evidence on request.

10.1.4 I have reliable access to a computer/laptop, stable internet connection and Microsoft Office software.

10.1.5 I do not have any existing medical conditions or physical disability that prevents me from completing the course.

10.1.6 I have disclosed all information relevant to my ability to complete this course.

10.1.7 I understand that if I enrol in another course with The Career Academy in the future, I may not be required to sign this declaration again, but:

- If the Student Policy has been updated since I signed this declaration, I will be required to comply with the new version.
- I must tell The Career Academy if my immigration or residency status has changed.
- I must tell The Career Academy if anything has changed in my personal circumstances that could affect my ability to complete the course.

Signed: