

# Student Policy

Career Academy Australia Pty Ltd

Last updated: 12<sup>th</sup> February 2024

Our students rate us 4.8 out of 5 stars on Trustpilot



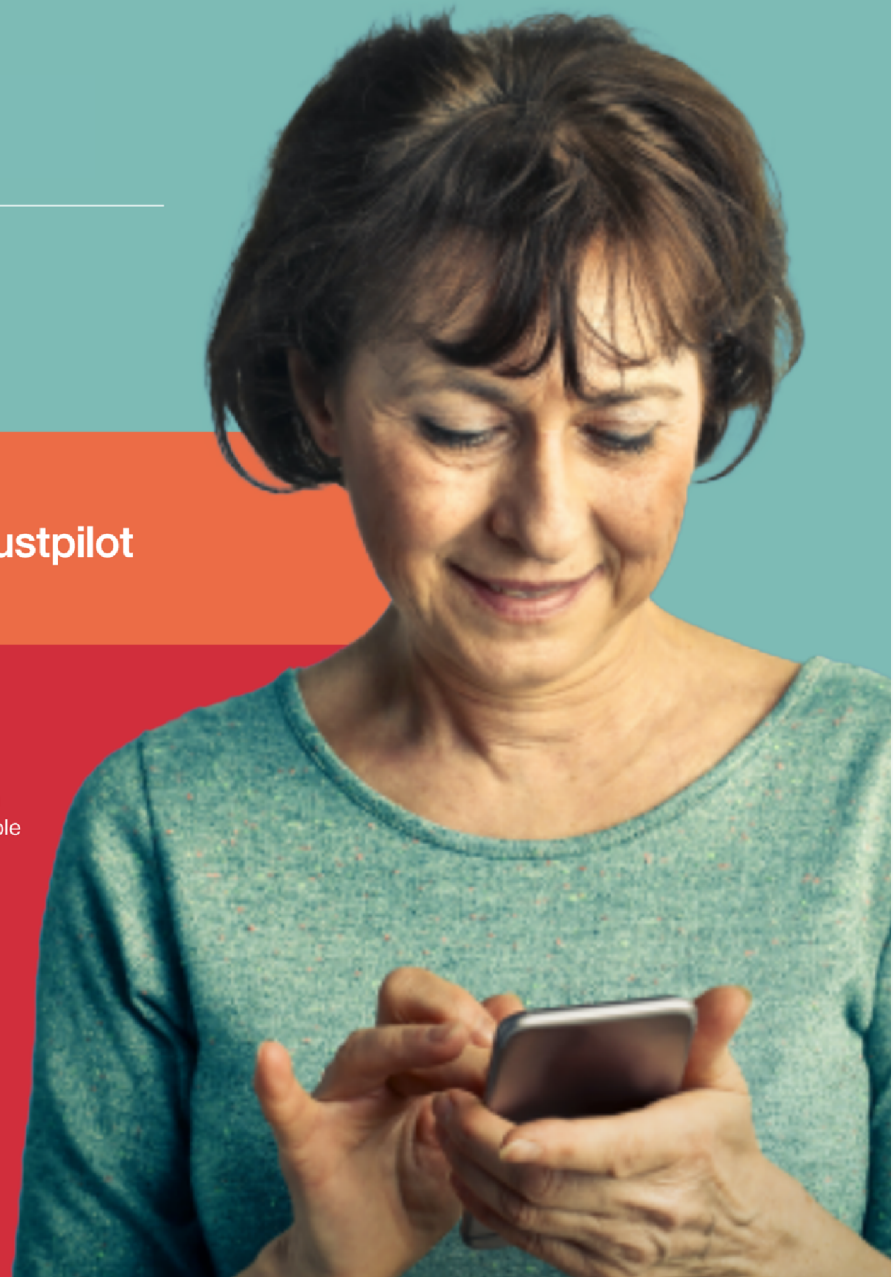
 Trustpilot

94%

94% of our graduates say that studying with The Career Academy has given them valuable skills to use in the workforce

80%

8 out of 10 of our graduates say our qualifications improved their ability to get a new job or promotion!



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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 Career Academy Australia Pty Ltd (ACN 612 664 561) (TCA). By logging into the learning management system, students are deemed to have read the Student Policy and agree to comply with it.

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, Enrolment & Membership

### 2.1 Who may enrol with TCA

- 2.1.1 Any student may enrol with TCA, regardless of residency or visa status.
- 2.1.2 Students who are under the age of 18 may enrol at TCA if they have the consent of their parent/guardian. In this situation, the student's parent/guardian must enter into the contract on behalf of the student (i.e. sign the student policy on behalf of the student, plus the student themselves must sign the student policy). The parent/guardian's billing information will be used at the order check out and will be liable on behalf of the student.
- 2.1.3 Students must disclose any medical conditions, physical disability or other circumstances that could prevent them completing the course.
- 2.1.4 TCA may require further documentation before or after enrolment. Supporting documentation can include:
  - Australian Passport; or
  - Passport along with an Australian resident visa stamp page/e-visa
  - A current form of Photo ID
- 2.1.5 TCA, acting reasonably, may refuse to enrol, or 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 or throughout the term of enrolment, failure to pay fees on time, or breaching TCA's Student Policy.
- 2.1.6 If a student intends to request that a third party pay the course fees, this needs to be arranged before the student is enrolled.



## 2.2 Course entry requirements

- 2.2.1 To be considered for enrolment at TCA, 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. TCA offers a free Adult Language and Numeracy course should a student or advisor have concerns over whether they can complete the course.
- 2.2.2 TCA 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 TCA's courses apart from the Prior Knowledge quiz for the Advanced Certificate in Accounting which students must pass before they can begin the Advanced Certificate in Accounting.
- 2.2.4 The following are the minimum computer specifications that all students must have access to before they enrol in any course with TCA:

### **Software:**

- Microsoft Office with Microsoft Word and Excel
- Adobe Reader, the latest version or equivalent PDF reader, is recommended.
- Antivirus software, updated regularly, is strongly recommended.
- Local administrative privileges on the computer may be required to allow for software installation and to configure computer settings.
- Content filters may need to be disabled to view certain types of learning material

### **Basic Computer Proficiency:** At a minimum, students should have basic computer literacy skills including:

- Using a keyboard and mouse, plus sending and receiving email
  - Saving and retrieving files in different formats (.docx, .pdf, .pptx., etc.)
  - Using a text editor (changing fonts, inserting links, using spell check, etc.)
  - Browsing for files to attach and upload
  - Accessing the Internet using a web browser and resetting basic web browser settings (clearing cache/history, cookies, etc.)
- 2.2.5 If a student no longer has access to a computer or internet or the above minimum requirements, it is their responsibility to gain access, and this is not grounds for cancellation outside of the cancellation period and will not entitle the student to a refund of fees or a credit towards a future course.

## 2.3 Enrolment commencement

- 2.3.1 TCA will confirm enrolment after all required information and any supporting documentation has been received and this Student Policy has been signed by you.



- 2.3.2 On confirming enrolment, course login details will be released to the student by email within 1 business day.
- 2.3.3 Your enrolment date starts on the date the course login email is sent and will be used for the purposes of cancellations, deferrals, course extensions and refunds.

## 2.4 Third Party authorisation

- 2.4.1 A student may authorise a third party to access their enrolment information (excluding personal information) held by TCA. The student may nominate the person to receive information. You may cancel their authority on your plan at any time, simply by phoning us or by sending a letter stating you wish to cancel their authority. You will need to provide the full name of the third party as well as a contact number and email.

## 2.5 Memberships

- 2.5.1 Any membership or offer that TCA provides to a student in conjunction with the enrolment/completion of a program is valid for up to a maximum of twelve months after the completion of the program.
- 2.5.2 Where a membership or offer is no longer available at the time that the student's eligibility is met, TCA will endeavour to provide a suitably similar membership or offer, and where this is not possible, TCA will work with the student to provide a solution.
- 2.5.3 Where a membership is included as part of the enrolment, TCA will cover the cost of the initial membership only, and any membership renewal is at the student's expense.

# 3 Cancellations and refunds

## 3.1 How to request cancellation

- 3.1.1 If a student wishes to cancel their enrolment after their enrolment date, they must submit a cancellation request at [www.thecareeracademy.com/cancel](http://www.thecareeracademy.com/cancel) with 7 days of the enrolment date. This is determined as the cooling off period.
- 3.1.2 If a student wishes to swap their course after their enrolment date but before the cooling-off period ends, they must contact their student advisor or send an email to [info@thecareeracademy.com.au](mailto:info@thecareeracademy.com.au)



- 3.1.3 If a student wishes to swap their course after the cooling-off period but within 30 days of the enrolment date, they must submit a request via email to [studentservices@thecareeracademy.com](mailto:studentservices@thecareeracademy.com)

## 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 requirements	100% of course fees completing enrolment
Cancellation form submitted within 7 days of the enrolment date	100% of course fees
Cancellation form submitted more than 7 days after the enrolment date	No refund and student is liable to pay fees

- 3.2.2 Refunds will be processed on the 20th of each month.
- 3.2.3 No refund will be provided if the student has completed or accessed more than 20% of the course.
- 3.2.4 A partial refund may be requested under exceptional circumstances that are out of a student's control, for example serious illness or personal trauma. The student will need to confirm that these circumstances were not known at the time of enrolment, be ongoing in nature and will prevent a student from completing their course or meeting their existing financial obligations in the future.
- 3.2.5 Documentation confirming the exceptional circumstances may be required. The approval of a partial refund and the refund amount is at the sole discretion of TCA.

## 4 Payment of fees

### 4.1 Payment methods

- 4.1.1 Students are liable for the course and other fees in full after the cooling off period. The fees are payable in Australian Dollars (AUD) and may be paid via:
- 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 TCA offers an interest-free payment plan. By signing this document, you are deemed to have accepted the Debitsuccess terms and conditions which can also be found on our website here: <https://www.thecareeracademy.com.au/debit-successterms-conditions/>
- 4.2.2 The maximum allowable account balance will be \$5,000 including GST.
- 4.2.3 If a student misses two consecutive payments, or their account becomes significantly overdue, TCA may suspend access to the learning platform. Resumption of access will be at the discretion of TCA's payment services team.
- 4.2.4 Where fees are not paid on time, TCA may refer the outstanding balance to a debt collection agency 7 days after the final notice.
- 4.2.5 If a payment is dishonoured the student will be charged a dishonour fee of \$10. The student will be liable for all courses incurred by TCA in collecting debt including but not limited to dishonour fees, commission, fees and other courses charged by any debt collection agency. The student will also be liable to any other associated legal costs and disbursements on a solicitor/client basis including court costs if applicable.
- 4.2.6 If a student wants to check the outstanding balance contact Debit Success via email [customerservice@debitsuccess.com.au](mailto:customerservice@debitsuccess.com.au)
- 4.2.7 If a student wishes to discuss their payments contact the Payment services team by email [collections@thecareeracademy.com](mailto:collections@thecareeracademy.com)

## 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. (Value is determined as the advertised price less any discounts applied at the point of sale). The student must have completed less than 20% of the course for this to be considered. A transfer to another person is not permitted.
- 5.1.2 A second transfer, or a transfer requested more than 30 days after enrolment, will be at the sole discretion of TCA and must be approved by a member of the senior management team. An administration fee may be charged.
- 5.1.3 Where a transfer is made within 30 days of the original enrolment, the students enrolment period starts again. This does not affect a student's original cooling off period.
- 5.1.4 If a student swaps to a course of higher value than the sale price the swap fee will be waived.



## 5.2 Course deferrals

- 5.2.1 After the cooling off period, a student can apply for a deferral of their course once throughout their study for a maximum of three months. Approval will be at the sole discretion of TCA's Student Services Team. Payments will not be suspended during a deferral period and must continue to be made during this time.
- 5.2.2 Students enrolled in more than one course may apply to differ the start date of certain courses until such time as they have completed others. Approval will be at the sole discretion of TCA's Student Services Team.

## 5.3 Course extension

- 5.3.1 TCA'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 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 to extend their course for a maximum of 12 months in addition to their initial course duration but will be permitted in three-month increments. If a student is provided 12 months of extensions and still needs more time they will need to re-enrol and pay the fee outlined in the table in clause 6.3.4.
- 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 If a student wishes to continue with the course after it has expired, they will need to purchase an extension within 60 days of the enrolment period expiring.
- 5.3.6 If a student wishes to return to their course more than 60 days after the enrolment period has ended, they will need to re-enrol and pay the fee as outlined 6.3.4.

## 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 fees have been paid in full, the Certificate of Achievement will be made available to the student within the Learning Platform. If you no longer have access to the learning platform, the Student Services team can email you a pdf copy. Hard copy certificates and academic transcripts are available for a fee at [www.thecareeracademy.com/add-ons](http://www.thecareeracademy.com/add-ons).
- 5.4.4 You acknowledge and agree that TCA is not a registered training organisation (an RTO) and is not a training provider registered by the Australian Skills Quality Authority (ASQA) (or a state regulator) and is not authorised to and is not providing you any recognised accreditation.
- 5.4.5 TCA is Internationally Approved and Registered by IARC and all courses are accredited by the International Council for Online Educational Standards (ICOES)

## 5.5 Student support resources

- 5.5.1 Course add-ons such as course notes will be released after the student's cooling off period and after the first payment has been received (if on a payment plan).
- 5.5.2 If a Tablet is provided on or after enrolment, to be eligible for this all payments must be made on time, up to and including the date the tablet is sent. No tablets will be sent until at least the first payment has been received.
- 5.5.3 TCA offers additional products (known as "add-ons") which are designed to improve students' learning experience and support their studies. Addons 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. Plagiarism will not be accepted. Refer to section 7: Academic Integrity for further information.
- 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 manager of the Tutor team. 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 manager of the tutor team. 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 manager of the tutor team, 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 not received a passing grade on their last permissible attempt, they may pay a fee for an additional attempt or receive an exit statement which excludes the course(s) they were unable to pass in three attempts. This will take the form of an academic transcript of the course modules completed, or the individual certificates for courses completed as part of an Advanced Certificate.
- 6.3.4 If a student is not able to receive a passing grade as outlined in 6.3.3 or if a student doesn’t apply for an extension in accordance with clause 5.3.5, the student is permitted to re-enrol and receive a credit for work completed to date. The fees for reenrolment in this situation are as follows:



Course Completed	Returning Discount
25% complete	75% fee less returning discount (but not less than \$201)
26% - 50% complete	50% fee less returning discount (but not less than \$201)
51% - 75% complete	25% fee less returning discount (but not less than \$201)
76% -99% complete	Set fee of \$200

## 6.4 Tutor Support

6.4.1 Tutors are available during business hours, Monday to Friday between 9am and 5pm. Refer to the help file **The Role of a Tutor** for an overview of what the tutors can assist you with. You can also ask questions outside of business hours via orange help button or in the discussion forums with other students and our tutors will respond within business hours.

## 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, and they must agree to the Turn-it-In End-user license agreement (EULA) when they submit an assignment for this to be accepted for grading.

7.1.2 Plagiarism is not tolerated at TCA. Plagiarism includes:

- Copying text or images from TCA course material.
- Copying text or images from other resources including but not limited to the internet.
- 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 TCA 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, they will receive an exit statement for the work passed and deemed to be their own.

## 8 Complaints and feedback

### 8.1 Feedback

- 8.1.1 TCA encourages and welcomes student feedback.
- 8.1.2 Feedback is sought throughout the course and during a student's 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 TCA 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 a maximum of 10 working days.

## 9 Student Conduct

### 9.1 Policy

- 9.1.1 TCA has a duty of care to its students and is responsible for providing a safe online teaching and learning environment.
- 9.1.2 In all our communications with students we will:
  - a. Deal fairly, honestly, consistently, and appropriately with all students.
  - b. Set expectations for what TCA can and cannot do to meet their concerns.
  - c. Provide services that are accessible to all.
  - d. Ensure that no one enrolled in our courses are disadvantaged because of the unacceptable behaviour of others.
- 9.1.3 TCA takes the importance of our work very seriously, and whilst we will provide the best customer service and tutor support we can to our students, we do not expect our staff to tolerate inappropriate behaviour.



## 9.2 Behaviour

- 9.2.1 Inappropriate behaviour for students includes:
- 9.2.1.1 Offensive, threatening or abusive behaviour, which includes but is not limited to behaviour or language that is offensive, threatening, or abusive.
  - 9.2.1.2 Unacceptable demands, which includes but is not limited to repeatedly demanding responses within an unrealistic timescale, insisting on speaking to a particular member of staff, even when it is not possible, refusing to follow the instruction provided by the Tutor or Student Services representative and causing disruption by excessive contact in relation to information about their enrolment.
  - 9.2.1.3 Unacceptable persistence, which includes but is not limited to contacting TCA repeatedly about the same issue or closely related issues. When persistence has reached the point of disrupting our ability to undertake our work, if it is amounting to harassment and unacceptable treatment of our staff, this will constitute unacceptable behaviour.
- 9.2.2 If a student contacting or being contacted by TCA displays any of the inappropriate behaviours, the staff member will warn the student (phone call) and if the inappropriate behaviour persists the staff member will advise the student that they are ending the call and a manager will review the interaction, define an appropriate action, and contact the student. Emails that contain inappropriate behaviour will be immediately referred to a manager who will review the interaction, define an appropriate action, and contact the student.

## 10 Privacy

### 10.1 General principles

- 10.1.1 TCA will collect, use, store, and disclose personal information relating to students in accordance with the provisions of the Privacy Act 1988.
- 10.1.2 Where provision or disclosure of information is voluntary or falls outside the scope of information TCA 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.

### 10.2 Collection of personal information

- 10.2.1 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.



## 10.3 Use of personal information

- 10.3.1 Personal information will be stored within TCA database(s) and all practicable security measures will be maintained. A unique student identifier will be assigned.
- 10.3.2 Staff members and other personnel within TCA or within agencies under contract to TCA 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.
- 10.3.3 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, TCA 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 do not hold any resident or working-class visas)
  - Relevant professional bodies
  - Course moderation or accreditation bodies
- 10.3.4 From time to time, TCA 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 TCA by emailing [studentservices@thecareeracademy.com](mailto:studentservices@thecareeracademy.com)
- 10.3.5 A full and complete copy of our privacy can be found on our website.

## 10.4 Access to personal information

- 10.4.1 TCA will make information held about students available to them upon request and in accordance with the Privacy Act 1988.
- 10.4.2 Students also have the right to request correction of personal information held about them.
- 10.4.3 A student who wishes to request access to their personal information, or to have it corrected, should email TCA at [studentservices@thecareeracademy.com](mailto:studentservices@thecareeracademy.com)

## 11 Other declarations

By logging into the Learning Management Platform, I confirm that:

- 11.1.1 I have read and understood TCA Student Policy.



- 11.1.2 I understand that by enrolling with TCA , I am accepting the terms and conditions of the Student Policy.
- 11.1.3 I have reliable access to a computer/laptop, stable internet connection and Microsoft Office software and I understand that it is my responsibility to ensure I have reliable access for the duration of my enrolment.
- 11.1.4 I do not have any existing medical conditions or physical disability that prevents me from completing the course.
- 11.1.5 I have disclosed all information relevant to my ability to complete this course.

