



STUDENT

INFORMATION BOOKLET



NATIONALLY RECOGNISED
TRAINING

Please review this document prior to attending ASA's training course

Student Information

Welcome to ASA - Australian Sports Academy and thank you for choosing this Academy to further your education. The following information is to help you during your time with ASA.

What is a Registered Training Organisation (RTO)?

An RTO is an accredited training provider that has been approved under the relevant State or Territory Authority. An RTO is regularly assessed by the regulatory authority to ensure that all training and education courses offered are delivered in accordance with the Australian Qualify Training Framework. As an RTO, ASA - Australian Sports Academy offers nationally recognised training courses that eventually lead to nationally recognised qualifications. A list of the accredited course appears later in this document.

About ASA

ASA- Australian Sports Academy is a Registered Training Organisation (RTO). ASA is an approved accredited training provider No. 31717 under the Queensland & Australian Act of 2000. RTO certified institutes are regularly assessed by the office of Training, Tertiary and Education to ensure that all training and education courses offered are delivered in adherence to the Australian Quality Framework (AQF).

ASA offers nationally recognised training courses that can lead to internationally recognised qualifications. A list of the accredited courses appears later in this document. ASA's participation under the AQF also makes it possible to service both established sports specialists seeking formal qualifications, as well as new entrants to the industry seeking a career.

ASA is the place "Where athletes learn to become professionals". It is at the forefront of the sports education industry, and continues to introduce innovations for a growing market. It is the first official Australian sports education institute, and runs four qualifications at diploma level. ASA is a leading Australian sports training organisation for providing clients with the widest choice of specialisation, at the highest level.

The focus of the Academy is on the development of training programs for the sports industry. Our commitment to our products quality makes us Australia's premier Sports Academy. The creativity and energy of our staff stimulates a culture of enthusiasm, excellence, and innovation and sets us apart from our competitors. The Academy's focus on achieving the ultimate in sports education distinguishes ASA from other sports educators.

ASA is unique sport Institute in Australia, providing 'Excellence in Sport and Recreation' defined by its development and delivery of premium sports education and training.

ASA's Academic Programme provides premium, niche, face to face, practical professional education courses in Australia and abroad.

ASA is the first Academy aligned Sports qualifications in Australia. ASA is Australia's leading provider of fully accredited sports, recreation and fitness courses. The Academy incorporates such fields as Sport Coaching, Sport Development, Sport and Recreation (marketing), sport management, and events in Sport and Fitness.

ASA is the first coaching Academy to concentrate on football (soccer), which is the fastest growing sport in Australia. Our standards of Education and Training levels concentrate on “leading edge” football instruction, and have been approved by Australian Government and received well by respected industry organisations. ASA has an ongoing commitment to specialising in football instruction, and the support of Australian (and international) football associations.

ASA is responsible for onsite training of many of Australia’s sport coaches as recognised under the Australian Qualifications Framework, including: football, swimming, golf, tennis, volleyball, basketball and all other Olympic sports. Most qualifications offered by the Academy are now accepted in Australia as minimum standards to become a sports coach.

ASA’s home base is at Australia's fabulous Gold Coast, Queensland. The Gold Coast is blessed with a comfortable climate throughout the year; has easy access to many recreational facilities and the nearby international city of Brisbane and two International airports.

Our Vision

ASA – Australian Sports Academy will be Australia’s number one global vocational education and training provider.

Mission Statement

ASA – Australian Sports Academy’s mission statement is two fold:

First, it is our objective to offer the best training and education programs possible. Our aim is to develop an organisation of quality and integrity that offers our students nationally and internationally endorsed qualifications in a flexible learning environment. Our goal is to maintain a high level of excellence where all work is for the good of the program. We aspire to develop new and innovative ways to market and implement our programs. We seek to develop skills which enable students to participate and optimize opportunities in the sports market, and to enable enterprises to be competitive, sustainable and successful in the market place.

Second, we aspire to establish ASA as an international training and education organisation. We desire to be considered a world leader in the field of sport education and training. Our objective is to be at the cutting edge of the industries that we serve by continually developing new and innovative ways to market and implement our programs. We intend to be known for delivering quality courses and services. Our sights are set on being innovators, not the imitators.

Waiver

ASA takes full responsibility for students while training with our instructors. However we do not take responsibility for any injuries or disputes which occur while undertaking ‘on the job’(work experience) training or while training in your chosen ‘specialisation’.

Courses Offered

The following is a list of courses offered by ASA – Australian Sports Academy. Please refer to the particular course brochure for course modules and outcomes.

SRS20306 Certificate II in Sport (Coaching)
SRS30306 Certificate III in Sport (Coaching)
SRS40206 Certificate IV in Sport (Coaching)
SRO20106 Certificate II in Sport and Recreation
SRO30106 Certificate III in Sport and Recreation
SRO40106 Certificate IV in Sport and Recreation
SRS20406 Certificate II in Sport (Officiating)
SRS30406 Certificate III in Sport (Officiating)
SRS40306 Certificate IV in Sport (Officiating)
SRS40506 Certificate IV in Sport (Development)
SRS20206 Certificate II in Sport (Career-Oriented Participation)
SRS30206 Certificate III in Sport (Career-Oriented Participation)
SRF30206 Certificate III in Fitness
SRF40206 Certificate IV in Fitness
SRF50206 Diploma of Fitness
SRS50206 Diploma of Sport Coaching (Football)
SRS50106 Diploma of Sport and Recreation (Marketing)
SRS50506 Diploma of Sport (Development)
SIT30607 Certificate III in Events
SIT50207 Diploma of Events (Sport)
SRO50406 Diploma of Facility Management

Recognition of Prior Learning (RPL)

RPL is the recognition of skills gained from life experience, work experience and training provided at work. The RPL process measures your skills against the outcomes of a course or module.

RPL includes course module exemptions. RPL does not include Credit Transfer (for more information, refer to Mutual Recognition further in this document).

It is important to apply for RPL if you think you already have some experience that might be relevant to your course.

The advantages of RPL are:

You can determine whether your experience and/or training is similar to that required by the course/module for which you have enrolled. (Note: results can only be entered after enrolment.) If you have already achieved some of the outcomes you might not have to do some of those again, thereby saving time and effort. It means that you only have to do modules which are new and challenging. It recognises that you are commencing with many skills – that you are not a total beginner. If you would like to move ahead with the RPL process please contact our admin team on 1300 656 693 for further information.

Credit Transfer

Credit Transfer is available to all students enrolling in ASA- Australian Sports Academy's courses on ASA- Australian Sports Academy's scope of registration.

Credit Transfer(s) are credits towards a qualification that is granted to students on the basis of outcomes gained by a student through participation in courses (or national training package qualifications) with another Registered Training Provider, in line with ASA- Australian Sports Academy's 'Recognition of Qualifications Policy'.

Student Services and General Amenities Fees

Students undertaking courses via flexible delivery or distance learning may be required to pay a \$50 student services and general amenities fee for specialist training seminars, in the ASA “qualifications workshops” series of seminars.

Materials and Other Charges

Students may be required to pay for personal use items purchased through the Academy, e.g. class materials, safety wear, computer disks, excursions, field trips, camps etc. Information on these costs is available from the Course Administrator. For fee exemptions please contact: **1300 656 693**

Refunds

If an applicant wishes to cancel, a refund will be available (less 15% of the total course cost to cover administration fees), as long as the applicant has given the college 48 hours notice. As a general rule, no refund will be payable after course has commenced, however, exceptions will be considered on a case by case basis.

Language, Literacy and Numeracy

We are an equal opportunity Academy and are open to everyone. If you require any assistance with the language, reading or numerical sections of your course, please contact our admin team on 1300 656 693. We will endeavour to provide you with appropriate learning tools, resources and help.

ASA assessments are designed to meet the level of workplace expectations and all assessments are set according to the AQTF standards.

Flexible Delivery

For the convenience of our clients, ASA offer flexible delivery arrangements for students to achieve their goals. Flexible delivery consists of a combination of home study, ‘qualifications workshop’ classroom delivery, on the job practical sessions and online learning.

Student Support Services

The staff at the ASA – Australian Sports Academy provide supportive services to current and prospective students. The services focuses on the achievements and aspirations of all students and trainees by providing services that enhance a quality and enjoyment learning environment. The service also encompasses information provision, and personal assistance to the community, including personal assessments and referral. The range of FREE and CONFIDENTIAL services includes:

- Personal counselling
- Careers and course information
- Disability support

Complaints & Appeals Policy

All students will be provided with a copy of the Complaints and Appeals policy and procedure documents on request to ensure:

- All disputes or complaints will be handled professionally in order to achieve a speedy resolution.
- All parties have a clear understanding of the steps involved in the Complaints and Appeals policy.
- Students are provided with details of external authorities if required.

- All complaints and appeals are managed fairly and equitably and as efficient as possible.

Students may raise any matters of concern relating to assessment, the quality of the teaching, students amenities, discrimination, sexual harassments and other issues that may arise.

Every effort will be made to address complaints professionally and to the satisfaction of all parties.

All appeals against an assessment decision must be completed in writing on the 'Appeal Against Assessment Decision' form within fourteen days of notification of the decision. The form will be passed on to the assessor for review and decision. The student will be notified in writing of the decision and provided with opportunity to accept the decision or request the matter be heard by an independent person.

The policy provides an avenue for most complaints to be addressed. However in some cases alternatives measures need to be explored because of individuals and the merits of each case. The ASA – Australian Sports Academy will encourage parties to approach a complaint with an open view and to attempt to resolve problems through discussions and conciliation.

Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. In these instances the services of The Resolution centre will be utilised. Information regarding the services offered by the mediator can be found at www.resolutioncentre.com.au.

Complaints & Appeals Steps:

The complaints and appeals procedures relating to the delivery of training and/or the assessments involves the students initiating the following:

- Discussion with relevant instructors about the complaints.
- Corrective action record (CAR) form to be filled in.

A copy of the CAR will be given to the student. If the issue is unable to be resolved, the complaint can be taken before the course administrator. If it is still unable to be resolved the complaint can then be taken to the chief executive officer. If the complaint is still unresolved it may be referred to an independent body for review.

If the complaint can not be resolved internally the ASA – Australian Sports Academy will advise the students of the appropriate body where they can seek further assistance. The ASA will resolve all complaints fairly and equitably in the shortest possible time.

Who Will Be Training You?

All trainers and assessors at ASA – Australian Sports Academy are well qualified and have years of experience in their particular field. All trainers and assessors hold qualifications higher than those that they are training as well as the Certificate IV in Training and Assessment or Certificate IV in Workplace Training. You will find all staff to be very knowledgeable in their respective fields and very approachable.

Student Charter

The student charter sets out rights and responsibilities of students in relation to training at, and membership of ASA – Australian Sports Academy. ASA plays an important role in many industries and is committed to the creation, transmission, preservation and application of knowledge and skills. ASA has a particular interest in fostering lifelong learning for the professional workforce in Australia and overseas. It places high value on the quality of teaching, learning and research and on personal institutional integrity.

Your Rights

In pursuing our stated mission, ASA recognises the following rights of its students:

- To experience high quality teaching
- To expect that learning experiences provided will be challenging and stimulating
- To expect that the course content will be up to date and current.
- To be treated with respect and courtesy by staff and fellow students, in an environment free from harassment
- To know what is expected of them in each area of study
- To know how and when their work will be assessed
- To receive fair, timely and useful feedback on their performance and progress;
- To have a say in the value, relevance and effectiveness of their academic programs and the teaching they experience;
- To be informed about how their views are taken into consideration in enhancing the teaching and content of programs;
- To have predictable and reasonable access to staff;
- To have access to supportive staff who are able to assist them in times of need;
- To have access to quality facilities and resources necessary for achievement of their training goals;
- To expect that courses satisfy the requirements of relevant authorities and organisations;
- To be excluded from activities that far exceed the physical or medical capabilities of the student;
- Learn in an environment free from prejudice, discrimination, and harassment;
- To have access to adequate procedures for dealing with grievances.

Your Responsibilities

In exercising their rights, ASA students are expected to accept the following responsibilities:

- To enforce and extend to all students the reciprocal rights outlined above;
- To participate fully in the range of experiences which make up their course of training;
- To become self-motivated and self-directed learners;
- To prepare for class and to be on time;
- To make the best possible use of opportunities that ASA – Australian Sports Academy provides;
- To be professional, punctual, and honest and carry out their duties fairly and efficiently;
- To submit work which is their own;
- To provide to the instructing staff feedback which is honest and fair;
- To treat fellow students and staff with openness, honesty and courtesy;
- To enhance the learning experience of other students by participating in a positive and learning conducive environment;
- To respect and be courteous to staff, other students and members of the public that they may meet;
- To respect the property of other students and the ASA – Australian Sports Academy;
- To behave at all times in such a way that does not bring ASA – Australian Sports Academy in to disrepute;
- To abide to all lawful instructions given by staff;
- To disclose all details which may be relevant to the instructing staff's decision to include students in certain activities and/or the course;
- To notify staff immediately of any medical or health conditions, old or otherwise, that will inhibit or restrict activity;
- To advise the instructors prior to participating in activities of any injuries a student has had in the past or has sustained, so as an informed decision can be made by both parties on whether that student's participation will be possible to continue;

- To take responsibility for the safety and welfare of all students, staff and public and not to engage in conduct that may impede on the safety and welfare of all students, staff and public.

Failure to Attend Scheduled Courses

Failure to attend timetable classes may result in a student having to re-enrol in the particular unit of competency at a later scheduled date, or hiring the services of an ASA trainer to be funded at the students own cost at \$80.00 per hour.

Access and Equity

ASA is committed to integrating Access and Equity principles within all its services that we provide to our clients. All staff recognises the rights of students/clients and provides information, advice and support that is consistent with our Mission Statement and Code of Practice. You should be treated in a fair and considerate manner while you are studying with us. If at any time, you feel that we are not abiding by our Code of Practice then please report this to your supervisor/trainer or equity officer, or complete our complaints and grievance form (CAR).

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and complaints for grievance. Arrangements can be made to provide learning at an alternative location should the current location normally stop you from attending a first floor venue. Please contact our Access and Equity Officer on 1300 656 693

Mutual Recognition

The ASA – Australian Sports Academy will recognise units of competence and qualifications issues by other registered training organisations that are recognised under the requirements of the vocational education and training act of 1990. Qualifications need to be copied and verified then presented to ASA – Australian Sports Academy for recognition.

Privacy Policy

POLICY STATEMENT

All students will be provided with a copy of the Privacy Policy and Procedure document to ensure:

The privacy of all client information and records is maintained. All parties have a clear understanding of the steps involved in the privacy policy and procedure. Students are provided with details of how their records are safeguarded and details of who is authorised to access their records.

The ASA – Australian Sports Academy is committed to ensuring the privacy of all client information to any third party (except under law), without the clients written consent.

All records obtained, (whether directly, by committees or individuals, or by organisation/s acting on our behalf), is safeguarded to assure confidentiality, accuracy and integrity. Information about a student may be made available from time to time under federal law to Commonwealth and State agencies.

How Records Are Safeguarded

Records are held in a secure lockable filing cabinet.

Only authorised persons including ASA – Australian Sports Academy Staff, employers and Government Agencies (i.e. State Training Board), may access client Information.

Access to client information/records is recorded on the 'Access Sign In List'. Access by other person/s than those above, must obtain authorisation from the Office Administrator, and such authority documented.

Procedure for Access to Records for Non-Authorised Persons

The Office Administrator is to:

- Obtain approval from the CEO for authorisation of disclosure;
- Request written consent from the client;
- Provides information only if the above two are obtained;
- Records of authorisation are documented on 'Authorisations Form'.

Access to Your Own Records

Should clients wish to access their own records, the client must first provide proof of identity by name, address and date of birth.

Storage of Records

In ensuring the right to privacy, documents are stored in the office for 12 months, annual records are then stored at an offsite facility and key records are backed up onto disk. After a period of 30 years client results are transferred according to the registering body requirements. Should you have any queries or concerns about the privacy of your records, please contact: Administration, Telephone: 1300 656 693, or email: admin@australiansportsacademy.edu.au

General Obligation

- To accept and be bound by the above Student charter and fulfil the responsibilities outlined;
- To accept and be bound by any credit or payment arrangement that has been entered into by ASA – Australian Sports Academy and that particular student and that they take full responsibility for any debit.

How to Enrol

Contact ASA – Australian Sports Academy office and ask for an enrolment form to be sent out to you, or download an enrolment form from our website at www.australiansportsacademy.com.au .

Return the completed enrolment forms and applicable deposit to Australian Sports Academy. If your application is accepted you will be contacted via post or phone.

Head Office Details:

Corner Sports Drive and Morala Avenue, Runaway Bay,
Gold Coast, Queensland 4216

P.O. Box 10851 Southport B.C. QLD 4215

Phone: 1300 656 693 **Fax:** 1300 721 648

E-mail: admin@australiansportsacademy.edu.au