

INTELLECTUAL PROPERTY NOTICE

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INFORMATION PRIVACY

Champions Academy takes your information and privacy very seriously. Champions Academy is bound by the National Privacy Principles stipulated in the Commonwealth Privacy Act. Champions Academy may, from time to time, review and update this Privacy Policy to take account of new laws, changes to Champions Academy operations and practices and to make sure it remains appropriate to the changing Academy environment.

PRIVACY POLICY

Champions Academy is bound by the Privacy Act 1988 and will protect your personal information in accordance with the Australian Privacy Principles. These principles govern how we can collect, use, hold and disclose your personal information. Protecting your privacy and the confidentiality of your personal information is fundamental to the way Champions Academy does business.

We advise that much of the information that you may have provided, or may be asked to provide to Champions Academy is '*personal information*' as defined by the Privacy Act. Champions Academy collects and holds personal information such as the student's name, gender, date of birth, age, school details, school year, address, and the parent/guardians' details such as their names and contact details. We typically collect and hold such information by requesting students to fill out an Enrolment Form, which is completed by the student's parent or guardian (applied only for our minor students aged under 18 years old). We may store your information in hard copy or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. We take reasonable steps to maintain the security of your information and to protect it from unauthorised disclosures. Collection of your personal information is required for the purpose of administering, monitoring and improving the student's performance as well as the performance of Champions Academy.

In accordance with the Australian Privacy Principles, your personal information may only be disclosed to your parent/guardian (if you are a minor), and as may be required or authorised by or under an Australian law or a court/tribunal order.

We may use your personal information to keep you informed of upcoming events and/or to offer you our products or services that we believe may interest you. If you do not want to receive such communications from us, please contact us. If you have any query or complaint regarding our approach to compliance with the Australian Privacy Principles and/or wish to access or correct your personal information held by Champions Academy, please contact our Privacy Officer on 03 9939 5734.

ENROLMENT POLICY

- Minimum age of enrolment is 5.
- Our enrolment fee is a once off payment and is valid at all times.
- A student's registration and enrolment for our programme will serve as a binding agreement to follow the programme to completion and to pay the full fees. Enrolments are deemed to accept the terms and conditions and the agreement to abide by them.
- All new students are required to take an admission test once they enrol. Students cannot choose the level at which they want to study as this will be determined by the result of the admission test they have taken. Students may also be required to take an additional assessment by having an interview with Champions Academy's Chief Academic Officer if it is deemed necessary.
- Student's that enrol in our holiday workshops are not subject to the admissions fee.

PAYMENT

- Payment of enrolment fee is payable via Debit/Credit Card, Bank Transfer or Cash; Payment of all tuition fees are payable via Bank Transfer or Cash.
- Payment of enrolment fee and all tuition fees or a non-refundable deposit of 30% of the total amount must be received before an invoice can be issued. All fees due to Champions Academy must be paid in full, two weeks prior to the commencement of the programme.
- Champions Academy promotes small class sizes with a maximum of 8 students in most of our programmes. In order to secure a place for your child's next programme, a 30% deposit can be placed 3 months prior to the next programme's commencement date.
- All tuition fees are payable two weeks in advance of each semester's commencement date. The due date will be stated on the invoice.
- In addition to the tuition fees, some classes will have an additional cost for materials or consumables. These costs are detailed for each class.
- Champions Academy encourages continuous study. However, in the event that a child is unable to attend the Academy for the following half of a Semester/Semester, notification must be given to the Administration officer two weeks prior. If notice is not given, the full tuition fee for the following half a Semester is due and payable.
- In the event that the fees are not paid by the due date, Champions Academy has the right to charge a 5 % late fee, added to the cost of late payment, per week until paid in full.
- All prices are inclusive of GST.

REFUND POLICY

- No refund can be made to students once the programme has commenced and no transfer of programmes in whole or in part can be made. Fees are non-refundable in the case of abandonment of a programme. Champions Academy does not permit the transfer of credit from one student to another unless approved by a Chief Academic Officer under special circumstances.
- The enrolment fee and the tuition fee are not refundable in part or in full under any circumstances unless otherwise agreed by Champions Academy.

- Tuition fees are charged per half of a Semester or per Semester and are not lowered nor refunded for missed classes unless a student begins Term late.
- The enrolment fee and any tuition fees are non-refundable, except in the case that Champions Academy is not able to offer you a place in a class or programme. Enrolment fees will only be refunded if the student has never enrolled in any Champions Academy's programme
- Any notice of cancellation must be made a week before the programme starts. Cancellations will result in a loss of enrolment fee and the 30% deposit of tuition fee. The remaining balance will be refunded. Cancellations must be made during Champions Academy's working hours. Champions Academy is not able to accept cancellations made on Monday, public holidays and during the Christmas and New Year closure.
- Refunds will only be given after the programme start date in exceptional circumstances and requests should be made in writing to the Chief Academic Officer.
- Refunds may take up to 90 days to process once notice of cancellation has been given.
- If a student is dismissed for poor attendance or misconduct, no refund will be given.

GENERAL

- Students are encouraged to arrive for lessons on time. Late entry to the class is at the discretion of the tutor who may refuse entry to any student who is more than ten minutes late or is habitually late. The student's parent or guardian will receive a warning letter from the Academy if the student is late up to 3 times in each school term.
- It is the student/parents' responsibility to keep Champions Academy informed of any personal information changes, in particular, of any changes to emergency telephone numbers, contact names, mailing address and change of email address.
- Student's enrolment can take up to two weeks to be processed.
- Students at Champions Academy all study together and it is a requirement of the Academy that students are considerate of one another and all tutors and staff. Any student whose behaviour causes inconvenience, offence or distress to others or Champions Academy staff will be excluded from classes. Persistent offenders will have their programme cancelled. No refund of programme fees will be made.

ATTENDANCE AND CLASSES POLICY

- We will endeavour to provide 'catch-up' classes for students who provide us with at least one-day prior notice of an absence. Our preferred notification method is email to admin@championsacademy.com.au
- A maximum of 3 'catch-up' classes can be provided in any school Semester (two terms).
- Catch-up classes will only be available at Champions Academy and are subject to availability.
- If no suitable times can be found or there is no availability in classes, then catch-up classes will not be provided.
- All catch-up classes must be authorised, verbally or in writing, by a Champions Academy representative prior to attending. If you attend a session un-announced, we reserve the right to refuse your attendance.
- Absence from a class can be for any reason.

- Change of class or time is strictly subject to availability. Although every effort is made to place students in the class and at the time of their choice, students can only move if there is a space in the class and if the student is at the right level for the class.
- Champions Academy reserves the right to cancel, move or merge any classes where there is insufficient demand or any other justifiable reason to do so. For cancelled classes Champions Academy will offer an alternative class of the same value or class credits.
- There are a minimum number of 4 students required for a programme to proceed. Champions Academy reserves the right to cancel a programme if there are fewer than 4 enrolments in one class.
- Complaints about Champions Academy programmes or services should be made immediately or within a week after the programme has finished. Any complaints made outside this time frame will not be accepted. Please ask reception for the full complaints procedure.
- No 'catch-up' classes will be provided for an un-notified absence.
- Cancellation of one-to-one classes (private tuition) must be done at least one day before the lesson, between 12pm and 4pm, and only by speaking to someone directly, otherwise you will lose that lesson's tuition fee and no refund or additional lesson will be allowed.
- Champions Academy reserves the right to amend these Terms and Conditions.

CHAMPIONS ACADEMY RULES

- Smoking is not permitted anywhere in the building.
- Food is not allowed to be eaten in the classroom.
- Mobile phones must be switched off during classes.
- Please keep your voice down in the waiting area for it might interrupt our classes.
- Only English is allowed to be spoken in the classroom.
- Tolerance of other beliefs and cultures is expected at all times and any form of prejudice or bullying will result in immediate dismissal.

LIABILITY

- Students are advised that Champions Academy, its employees and its representatives accept no liability for personal injury and/or loss of damage to personal property on the premises, whether by fire, burglary, theft or otherwise. This condition also applies to public and private places when students are on Champions Academy trips or excursions.
- Students may from time to time be photographed, the photographs of which may be used in the Champions Academy's promotional/publicity material. Champions Academy will obtain permission and parents' consent from the student before taking photographs and the student has the right not to be photographed. Champions Academy reserves the right to all photographs and the use of these photographs in promotional material where permission has been granted for their use. The copyright to all photographs shall belong to Champions Academy.
- It is the policy of Champions Academy not to divulge any personal details of students to a third party, other than to the appropriate authorities, without the students and parent's prior consent.

- In all cases the decision of the Chief Academic Officer of Champions Academy will be final and binding.
- Please note that younger children are to be supervised at all times by a parent or adult in charge before and after classes.

PARENTS AGREEMENT OF ATTENDANCE AT ALL CHAMPIONS ACADEMY PROGRAMMES

- I approve of my child's involvement in Champions Academy programme, Holiday Programme, hereafter referred to as the "Service", and have read all Champions Academy terms and conditions.
- I give permission for my children to participate in activities organised for the days my child will be attending.
- I authorise staff, in the event of an accident or illness, to obtain all necessary medical assistance and treatment for my child and agree to meet any expenses attached to such treatment.
- I acknowledge that my child will not attend the Service if suffering from an infectious or communicable disease as identified by the Department of Health.
- Except as otherwise expressly required by law, Champions Academy does not accept any liability for personal injury, property damage or loss sustained by any participants as a result of his or her participation in the Service due to any cause whatsoever unless caused by the proven negligence of Champions Academy.
- I authorise staff to apply sunscreen to my child in the event that activities are taking place outdoors.
- I understand that if my child continuously demonstrates inappropriate behaviour after guidance procedures have been followed, I will be notified and my child may be removed or suspended for a period to be determined or excluded permanently from the Service.
- I understand a late pick up charge of \$15.00 per 15 minutes or part thereof, per child, applies after the Service working hours have finished.
- All fees must be paid in advance by Champions Academy transaction methods for students to begin the programme.
- I understand that Champions Academy may charge a 5 % late payment fee on Overdue Account Fees for each week that my account remains overdue.
- No refunds will be provided once a programme has commenced. Programme duration is generally defined as a Semester (2 School terms per Semester).
- A cancellation request needs to be provided in writing one week prior to the class starting and a refund will be provided only if the cancellation request has been approved by a Champions Academy representative. The refund amount does not include the 30% deposit and enrolment fee.
- In the event of Champions Academy cancelling a programme, the enrolment fee and 30% deposit will be refunded in full.
- I agree to pay for all of the days my child is successfully enrolled in a programme, regardless of whether my child actually attends. See our "attendance and classes policy" for absences.