

## **INTELLECTUAL PROPERTY NOTICE**

The logos, graphics, scripts, pictures, design, and layout ("Contents") of this entire website are the exclusive property of Champions Academy Pty Ltd. The Contents contained on this website shall not be reproduced, copied, attached, or linked to or from, any other website or any other print or electronic medium without the expressed written consent from Champions Academy Pty Ltd © 2016. All rights reserved.

The logos, graphics, scripts, pictures, design, and layout of the printed materials circulating within or outside the Academy are the exclusive property of Champions Academy Pty Ltd. They shall not be reproduced or copied without the expressed written consent from Champions Academy Pty Ltd © 2016. All rights reserved.

## **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 pupil'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 pupils to fill out an Admission and Emergency Form, which are completed by the pupil's parent or guardian (applied only for our minor pupils 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 pupil'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 newsletters 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 queries or complaints 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.

## **ADMISSION POLICY**

- Minimum age of admission is 5 years old.
- Our admission fee is a once off payment and is valid at all times.
- A pupil's registration and admission to our programme will serve as a binding agreement to follow the programme to completion and to pay the full fees. Admissions are deemed to accept the terms and conditions and the agreement to abide by them.
- All new pupils are required to take an admission test once they enrol. Pupils 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. Pupils 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.

## **PAYMENT**

- Payment of admission fee and any other fees are payable via Debit/Credit Card, Bank Transfer or Cash; Payment of enrichment programmes fees are payable via Bank Transfer or Cash.
- Payment of admission fee and a non-refundable deposit of 15% of the total amount must be received to secure a place. All fees due to Champions Academy must be paid in full, three days prior to the commencement of the programme.
- Champions Academy promotes small class sizes with maximum of 8 pupils in most of our programmes. In order to secure a place for your child's next programme, a 15% deposit can be placed 1 month prior to the next programme's commencement date.
- All tuition fees are payable 2 weeks in advance of each term'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 term/a term, notification must be given to the Administration officer one week prior. If notice is not given, the full tuition fee for the following half a term 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 month until paid in full.
- All prices are inclusive of GST.

## **REFUND POLICY**

- No refund can be made to pupils once the programme has commenced and no mid-term programmes transfer are allowed. Fees are non-refundable in the case of abandonment of a programme. Champions Academy does not permit the transfer of credit from one pupil to another unless approved by a Chief Academic Officer under special circumstances.
- The admission 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 10 classes or per term and are not lowered nor refunded for missed classes.
- The admission 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. Admission fees will only be refunded if the pupil has never enrolled in any Champions Academy's enrichment programmes.
- Any notice of cancellation must be made a week before the programme starts. Cancellations will result in a loss of admission fee and the 15% deposit of tuition fee. The remaining balance will be refunded. Cancellations must be made during Champions Academy's operating 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 approved.
- If a pupil is dismissed for poor attendance or misconduct, no refund will be given.

## **GENERAL**

- Pupils 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 pupil who is more than ten minutes late or is habitually late. The pupil's parent or guardian will receive a warning letter from the Academy if the pupil is late up to 3 times in each school term.
- It is the pupil/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.
- Pupil's admission can take up to two weeks to be processed.
- Pupils at Champions Academy all study together and it is a requirement of the Academy that pupils are considerate of one another and all tutors and staff. Any pupil 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 pupils who provide us with at least one-day prior notice of an absence. Our preferred notification method is email to [admin@championsacademy.com.au](mailto:admin@championsacademy.com.au)
- A maximum of 3 'catch-up' classes can be provided in any school term.
- 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.

- No 'catch-up' classes will be provided for an un-notified absence.
- 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 pupils in the class and at the time of their choice, pupils can only move if there is a space in the class and if the pupil 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 pupils required for a programme to proceed. Champions Academy reserves the right to cancel a programme if there are fewer than 4 admissions 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.
- 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**

- Pupils 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 pupils are on Champions Academy trips or excursions.
- Pupils 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 pupil before taking photographs and the pupil 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 pupils to a third party, other than to the appropriate authorities, without the pupils 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.
- Children under the age of 11 will be instructed to wait in the Champions Academy waiting room after class until personally collected by their parents or guardian.
- Champions Academy are only responsible for pupils within the premises.

### **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 Champions Academy operating hours have finished.
- All fees must be paid in advance by Champions Academy transaction methods for pupils 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 15% deposit and admission fee.

- In the event of Champions Academy cancelling a programme, the admission fee and 15% 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.