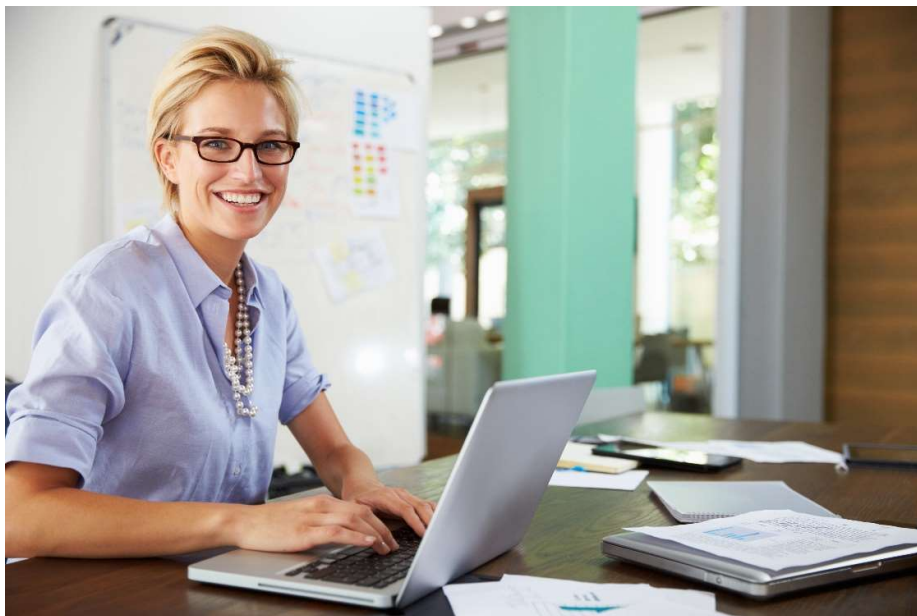




Student Policy



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1. General

1.1 Introduction

- 1.1.1 Welcome to The Career Academy. We are excited that you have decided to join us and look forward to a happy and successful partnership together.
- 1.1.2 We aim to provide students with an outstanding online learning experience that will empower you to embrace new opportunities and advance your career. We want to ensure that your interactions with The Career Academy reflect the values that we place on mentoring, inspiring and supporting students through their training.

1.2 Our Tutors

- 1.2.1 Our tutors work hard to meet the students' expectations and strive to deliver high quality education support.

The team is led by the Global Academic Manager Jessie Nankivell. Jessie is a qualified chartered accountant with expertise in course development and certified XERO expert, and is passionate with experience in education delivering and designing inspiring and informative courses.

1.3 Student Policy

- 1.3.1 The Student Policy is for students enrolled into online courses with The Career Academy and its purpose is to provide a framework that outlines essential and useful information to its students. This includes:
- To define the responsibilities of the Students
 - To define the responsibilities of the Academic Team
 - To define the responsibilities and authorities of The Career Academy
 - To define the rules and regulations of The Career Academy
- 1.3.2 The Student Policy is created for the purpose of ensuring students with The Career Academy are treated fairly and equitably.
- 1.3.3 The Career Academy is committed to providing a high-quality learning environment and all policies are intended to be with relevant Irish legislation.

2. Admission and Enrolment

2.1 Entry Requirements

- 2.1.1 All students will be considered for enrolment at The Career Academy, unless on a student visa, but please ensure you've advised the team if there are Medical Conditions or other problems that may prevent you from completing the course.
- 2.1.2 If on any other visa at the time of enrolment, it is the students' responsibility to maintain that visa for the duration of their course. If there are any changes, the student must contact The Career Academy at info@careeracademy.ie
- 2.1.3 Enrolment is confirmed once the student accepts The Career Academy's student policy, uploads their supporting documentation (if required) and receives their login details through a welcome email. The student has deemed to have received the email at the end of the day and will be their enrolment date.
- 2.1.4 There are no academic prerequisites for The Career Academy courses, however in order to be considered for enrolment at TCA a student must meet English proficiency requirements (IELTS 5.5 or above).
- 2.1.5 As an online education provider, The Career Academy does have minimum technical requirements; before signing up to commence their course students will need to ensure they have Microsoft Office. Without Microsoft Office students will be unable to open or submit their assignments.

2.2 Cancellation of Enrolment

- 2.2.1 If a student would like to cancel their enrolment, or downgrade their course, they must email their cancellation request to info@careeracademy.ie. If a student is within their 14-day cooling off period they will receive contact from the team within 3 working days. If outside, they will receive contact within 10 working days.
- 2.2.2 To be eligible for a refund of the course fees the student must meet the following conditions:
 - To receive a full refund of the course fees the student must submit their cancellation request within 14 days of the enrolment date. The enrolment date is the date the student receives their Welcome email and Learning Platform login details as defined in section 2.1.3. Refunds will only be processed on 20th of each month.
 - A student will be liable to pay the full amount of the course fees if they cancel after 14 days of enrolment.
- 2.2.3 The student can appeal the full payment of fees if there are mitigating circumstances and their appeal will be reviewed by the Managing Director. His decision will be final and no further consideration will be given to the students appeal.
- 2.2.4 As an alternative to cancelling students can opt to suspend their course start date for a up to 3 months, subject to management approval. Payments for the course fees will commence on their new start date.

- 2.2.5 The Career Academy may refuse to permit, or may cancel the enrolment of students who are not of good character (including, but not limited to, having a bad debt history or a history of breaching The Career Academy rules or regulations).

2.3 When enrolment becomes official

- 2.3.1 Enrolment becomes official once the student:

- Accepts and signs the Student Policy as advised by their student advisor;
- Sends through their supporting documentation as per 2.1.3 (if required); **and**
- Receives their Learning Platform login email as defined in section 2.1.4.

- 2.4.2 If on an interest free payment plan (see 3.2.2) the student will also need to pay a non-refundable €25 payment plan establishment fee.

2.4 Enrolment provisions for specific student groups

- 2.4.2 Students under 18 not affiliated with their school will need parental consent with proof of support of payment of fees before they can enroll in The Career Academy

3. Paying Fees

3.1 Payment methods

3.1.1 Student can pay for their courses via the following methods:

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

3.2 Interest-free payment plan

3.2.1 If you have selected an Interest-free Eazipay payment plan, you are deemed to have accepted Eazipay terms and conditions.

3.3 Liability for unpaid fees

3.3.1 Students who do not pay their fees on time:

- authorises The Career Academy to notify any debt collection or credit reporting agency upon default by the Customer in regard to any obligation to pay under this Student Policy;
- agrees to immediately pay the full outstanding balance of the remainder of the payments due, including any current arrears, should a default occur prior to student fees having been paid;
- agrees to pay any 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 such as Disputes Tribunal fees;
- will be referred to Oriel Collections +44 1242 508 639

3.3.2 The Career Academy will suspend a student's account if they miss two consecutive payments, or their account becomes significantly overdue. It will be at the discretion of the Credit Control team when the overdue student can access their course again.

3.4 Fees paid by a company or other third-party

3.4.1 Companies or other third parties, who have confirmed that they are paying a student's fees by producing an order number or a letter confirming payment, are liable for any outstanding fees, including where the student withdraws or transfers their enrolment. This applies even if the student no longer works or that company.

4. Transfers and Course Deferral

4.1 Course transfers

- 4.1.1 Students may apply to transfer between courses of equal value within a month of enrolment. However, for a student wishing to downgrade their course, the same conditions apply as for a course cancellation and is only possible within 14 days of enrolment.
- 4.1.2 Students can only transfer between courses once. If a student requests a second transfer, or wishes to transfer outside of the one month period, it will need to be approved by Senior Management and an administration fee of €50, and any difference in course value, will be charged.

4.2 Course Deferral

- 4.2.1 Students can defer their course start date for up to 3 months. Payments for the course fees will be suspended until they resume their studies. However, this does not change the Career Academy cancellation policy.
- 4.2.2 Students are only allowed to suspend their course once during their studies, subject to management approval, and again for only a 3 month time period.
- 4.2.3 Students enrolled in more than one course can request to have certain courses suspended until they have completed their first course.

4.3 Course extension

- 4.3.1 The courses we offer are designed to be completed within a six, twelve or eighteen month time frame depending on the course.
- 4.3.2 The enrolment date is the date the student receives their Welcome email and Learning Platform login details. From that date students have 6 months to complete their Certificate or Diploma in Xero or MYOB course and 12 months to complete their Diploma and Pathway courses. However, the Administration Pathway, Accounting Pathway and Accounts Admin & Payroll Pathways are all 18 months.
- 4.3.3 If students fail to complete their course within the required timeframe their course will be suspended in Learning Platform and they will cease to have access to the content. Access will resume only after students have paid for a course extension from the student services department.
- 4.3.4 Students can either:
 - Continue in their existing course for €50, with a 3 month extension, but must accept that the existing course may exclude recent updates.
 - Transfer onto a newer course (if one is available), but the student will have to start their studies from the beginning. The student is able to use the 20% returning student discount when re-enrolling.
- 4.3.5 Students will only be eligible for one course extension (but can re-enrol as many times as they require), and this will be valid from the day it's processed. The team are always on hand to discuss your progress, but please apply for your course extension close to your completion date.
- 4.3.6 The tutor team will mark assessments within 3 – 5 working days and are unable to cater for bulk uploads from students in their last fortnight. The team will only be able to mark 4 assessments within the last two weeks of a students' course.

5. Refunding Fees

5.1 Refund Policy

5.1.1 The following table outlines TCA refund policy

Circumstances	Refunds	Admin Fee
Earlier of cancellation of course within 14 days of the enrolment date or before first submitted assignment	100% refund of course fees plus add-on costs	€25 non-refundable
Earlier of cancellation of course after 14 days of the enrolment date, or after first submitted assignment	No refund	Nil

5.2 Refunds on compassionate or exceptional grounds

5.2.1 No refunds will be made after the refund periods stated in the above table except on compassionate grounds where the student's ability to study and complete their course has been significantly affected by events beyond their control, including but not limited to:

- Illness;
- Injury; or
- Circumstances deemed exceptional by the Managing Director

5.2.2 To be considered for a refund on compassionate or exceptional grounds the student must provide appropriate documentary evidence. Only refunds up to 70% of total fees will be given if approved.

6. Assessment and Academic requirements

6.1 General Principles

- 6.1.1 Assessments at The Career Academy have been designed to test student's knowledge of the course content in a fair and equitable manner.
- 6.1.2 It is the student's responsibility to familiarize themselves with assessment regulations and requirements for their course.
- 6.1.3 Academic integrity is a central philosophy of The Career Academy and we expect our staff and students to adhere to our values of honesty, trust, responsibility, fairness and respect when engaging in teaching and learning.

6.2 Assessment Guidelines

- 6.2.1 Assessments submitted by students must be their own work. Our courses are offered on the basis of trust, assuming the good intentions, integrity, and moral character of our students. If there is a question about whether a student has submitted work that is not their own The Career Academy will review the information and decide what action to take.
- 6.2.2 For each module the students learning will be assessed via a written assessment and/or a quiz.
- 6.2.3 Tutors will mark the assessment according to marking schedules and the student will receive a pass, fail or resubmit required grade for their assessment and a percentage grade for their quiz.
- 6.2.4 Students are allowed a maximum of three submissions per assessment, to ensure that students are diligently working through the course notes, and taking on board the feedback provided by the tutor team.
- 6.2.5 If a student doesn't pass on their third attempt, their work will be reviewed by the senior management team. Depending on the quality of work produced and the students progress so far to date, they will either:
 - 1. be able to purchase another attempt at that specific assignment for €50
 - 2. need to repurchase the course and begin from topic one if they wish to complete and achieve their certificate
 - 3. be able to receive an "exit qualification". Rather than re-enrolling or paying for another attempt, the student can elect to receive an Academic Transcript of the modules completed, or the individual certificates if completing a diploma course.
- 6.2.6 If students purchase the additional attempt and don't pass, options 2 and 3 will apply.

6.3 Plagiarism

- 6.3.1 Plagiarism is not tolerated at The Career Academy and it is the student's responsibility to become aware of The Career Academy rules on plagiarism.
- 6.3.2 Plagiarism is defined as:
 - Copy and pasting text directly from The Career Academy course material.
 - Copy and pasting text or visual images from other resources.
 - Submitting another student's work in whole or in part and claiming it is your own work.
 - Submitting work that has been written by someone else on the student's behalf.

- 6.3.3 If a student submits work that is deemed as plagiarized they will be required to resubmit the assessment. Students will be given a warning and if they continue to submit work that is not their own they will fail their course and will not receive a certificate of achievement.
- 6.3.4 Students must answer questions using their own words.

6.4 Passes and grades

- 6.4.1 In courses where a competency is based on an assessment the student will either receive a pass, resubmit required or fail grade.
- 6.4.2 In courses where a competency is based on a quiz the student will either receive a pass or fail grade. The pass mark is 80%.

6.5 Restricted Pass

- 6.5.1 Students who marginally fail an assessment may be considered for a restricted pass or allowed one more submission. Restricted passes will not be available for every assessment or course.
- 6.5.2 It will be at the discretion of the tutor manager and academic team to decide if a student is eligible for a restricted pass. The decision will be based on the student's progress and performance throughout their course.
- 6.5.3 Students will be granted no more than two restricted passes per course.

6.6 Grading

- 6.6.1 Tutors aim to grade assignments within 3 - 5 working days. However, it can take longer depending on the volume of assessments to mark.
- 6.6.2 Students will receive an email notifying them that their assessment has been graded.
- 6.6.3 Students can appeal their final grade if they fail their third attempt within 10 working days of receiving their grade. They may apply in writing to have their work and the marking reviewed by the tutor manager.

6.7 Completion of course

- 6.7.1 A Certificate of Achievement will be only be issued to students when they have paid their fees in full.
- 6.7.2 Once fees have been paid in full students will be able to access their Certificate of Achievement from their Learning Platform.
- 6.7.3 The Career Academy does not issue Academic Transcripts for its courses however upon request we can arrange an overview of a student's academic achievement with The Career Academy.

6.8 Moderation

- 6.8.1 All summative assessments submitted by students will be subject to internal and external moderation.

7. Student Support Resources

7.1 Student add-ons

- 7.1.1 We are committed to helping improve our students learning experience with products to support their studies. These can be purchased via credit card, bank transfer or can be added to your payment plan (your weekly payments will not change). <http://www.careeracademy.ie/add-ons/>

8. Comments and Complaints

8.1 General

- 8.1.1 The Career Academy encourages and welcomes student feedback as we are always aiming to improve and growing as a learning institute.
- 8.1.2 The Career Academy is committed to ensuring the Student Policy stays abreast of relevant legislation changes. Please check the website or learning platform regularly for the most up to date version.
- 8.1.2 Complaints can be emailed to our student services and academic management team at complaints@thecareeracademy.com.
- 8.1.3 All complaints will be dealt with by either the tutor manager, sales manager and/or the directing manager.
- 8.1.4 At the end of every course students are encouraged to provide feedback on the course and their learning experience. Students should inform our administrator (studentservices@careeracademy.ie) if they would prefer that their feedback was not used for marketing purposes
- 8.1.5 On requesting an Information Pack students will receive a complementary phone consultation with a course adviser. Students will also be automatically added to The Career Academy eNews database. Students should advise our administrator (info@careeracademy.ie) if they do not wish to receive Career Academy updates.