



# 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 UK 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.
- 2.1.2 There are no academic prerequisites for The Career Academy courses, however in order to be considered for enrolment at The Career Academy a student must meet English proficiency requirements (IELTS 5.5 or above).
- 2.1.3 During the enrolment process students are asked to inform The Career Academy of any medical conditions, learning difficulties or other difficulties which may prevent them from completing their studies with The Career Academy. The information that is provided to The Career Academy can help The Career Academy team to cater and provide students with more support if they are having difficulties.
- 2.1.4 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 reliable access to a computer/laptop, secure internet connection and Microsoft Office. Without Microsoft Office students will be unable to open or submit their assignments.

### 2.2 Enrolment provisions for specific student groups

- 2.2.1 Students who are under 18 years of age who are not affiliated with their school will need verbal and written parental/guardian consent, a signed declaration, and proof of support of payment of fees before they can enrol with The Career Academy.
- 2.2.2 Students who are under 16 years of age will not be enrolled with The Career Academy United Kingdom.

### 2.3 Enrolment Commencement

- 2.3.1 Enrolment becomes official once:
  - The Career Academy has received all pre-enrolment procedures (signed student policy, enrolment form and payment arrangement has been finalised (payment plan, credit card or paid direct bank transfer.)
  - The login details have been released to the students account.
  - Login details will be assumed to be received by the end of that day and this will be what is termed as their enrolment start date.

The Career Academy will perform a follow up call within 3 business days to the student to ensure that the student has received their login details.

### 2.2 Cancellation of Enrolment

- 2.2.1 If a student would like to cancel their enrolment, or downgrade their course, they must email the cancellation request to [info@careeracademy.uk](mailto:info@careeracademy.uk). If a student is within their 14-day cooling off period, they will receive contact from the team within 3 business days. If the cancellation request is received after the 14 days, the cancellation will be reviewed and contact will be made within 10 business 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 the earlier of 14 days of the enrolment date. A £25 administration fee does apply. The enrolment date is the date The Career Academy releases their login details as detailed in section 2.3.1
  - A student will be liable to pay the full amount of the course fees if they cancel after 14 days of enrolment.
  - If a student, no longer wishes to go ahead with the enrolment prior to completing the enrolment requirements please email [admissions@thecareeracademy.com](mailto:admissions@thecareeracademy.com). No charge will apply on these cancellations.
- 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. The managing directors 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 place their course on hold for a maximum of 3 months, for further details refer to section 5.2
- 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).

## 3. Refunding Fees

### 3.1 Refund Policy

3.1.1 The following table outlines The Career Academy refund policy

Circumstances	Refunds	Admin Fee
Earlier of cancellation of course within 14 days of the enrolment date	100% refund of course fees plus add-on costs	£25
Earlier of cancellation of course after 14 days of the enrolment date	No refund	Nil
Cancellation of enrolment prior to completing enrolment requirements	100% refund	100% refund

### 3.2 Refunds on compassionate or exceptional grounds

- 3.2.1 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

- 3.2.2 To be considered for a refund on compassionate or exceptional grounds the student must provide appropriate documentary evidence.

## 4. Paying Fees

### 4.1 Payment methods

- 4.1.1 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 Eazycollect.

### 4.2 Interest-free payment plan conditions

- 4.2.1 If you have selected an Interest-free Eazycollect payment plan, you are deemed to have accepted The Career Academy and Eazycollect's [terms and conditions](#) referenced within this student policy.

- Should a student opt for the Interest free payment plan, they acknowledge that they will be paying their course fees in weekly, fortnightly or monthly instalments
- Minimum payments will consist of £25.00 per week; £50.00 a fortnight or £100.00 a month
- Acknowledges that upon course completion, should there be a balance to be paid off, that they will continue with course payments until the full balance of course fees have been paid. Course fees payments will not end when they complete their course.

### 4.3 Liability for unpaid fees

- 4.3.1 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 regarding 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; will be referred to debt collection. Contact details for Recoup Debt Collection are Recoup Limited;

PO Box 38, Hebron Business Park, Kilkenny, Ireland  
Tel: (056) 7800 025

- 4.3.2 The Career Academy will temporarily suspend a student's learning platform if they miss two consecutive payments, or their account becomes significantly overdue. It will be the discretion of the Payment Services team when the overdue student can access their course again. Students will be reimbursed for any time they have lost, whilst their learning platform is temporarily suspended due to an overdue account.

## 4.4 Fees paid by a company or other third-party

- 4.4.1 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.

## 5. Transfers and Course Deferral

### 5.1 Course transfers

- 5.1.1 Students may apply to transfer between courses of equal value within 30 days 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.
- 5.1.2 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, and any difference in course value, will be charged.

### 5.2 Course Deferral

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

### 5.3 Course extension

- 5.3.1 The courses we offer are designed to be completed within a six month, or 12-month, time frame depending on the course.
- 5.3.2 The enrolment date is the date that The Career Academy releases the student's login details as defined in section 2.3. From that date, the students have the following course duration to complete their course:
- 6 months to complete a Certificate, Diploma in Xero or Diploma in MYOB courses
  - 12 months to complete a Diplomas and Business Pathway courses
  - 18 months to complete the Administration Pathway, Accounting Pathway, Accounting Technician Pathway for Bookkeepers and Accounts Administration & Payroll Pathways

- 5.3.3 If students fail to complete their course within the required timeframe their course will be suspended in their 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.
- 5.3.4 Students can either:
- Continue in their existing course for a fee, 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, with a 3-month time limit or 6 months for a fee.
- 5.3.5 Students will only be eligible for one extension per course. Further extensions will be at the discretion of the management team.

## 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 based on 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 accessed 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:
- be able to purchase another attempt at that specific assignment for a fee.



- need to repurchase the course and begin from topic one if they wish to complete and achieve their certificate

## 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 business 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 business 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. Hard copy Certificates and Academic Transcripts can be requested for a fee.

## 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.thecareeracademy.uk/add-ons/>
- 7.1.2 Course Notes, Textbooks and Student ID cards will be released after the student has either A) paid their course in full or B) after their first successful payment at Eazycollect; whichever comes first. Please allow 7-10 business days after successful payment for these to arrive.
- 7.1.3 If there is an error or default with an add on which has been sent as a result of The Career Academy your addon will be replaced free of charge. If this is at the fault of the student or has been misplaced a reissue fee will be charged.

## 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 grow as a learning institute.
- 8.1.2 Complaints can be emailed to our student services and academic management team at [complaints@thecareeracademy.com](mailto: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.

## Appendix 1: Payment Plan Conditions of Use

### Introduction

This document outlines the rights and responsibilities you have regarding the ability of The Career Academy and Eazycollect to directly debit your nominated bank account for any instalments or payments due by you under the terms and conditions of this Contract. All communication and queries relating to this Contract and the provision of the Services should be directed to the Facility.

Please note that as you have signed up online or by telephone and have not signed a paper mandate, you authorise (A) The Career Academy to send instructions to our nominated billing agency to your bank to debit your account and (B) your bank to debit your account in accordance with the instruction from The Career Academy.

If your payment falls due on a weekend or Bank Holiday, it will be collected on the next business day. If any of these details are incorrect or if you have any questions regarding your Direct Debit, please do not hesitate to contact us on 0800 112 0911 or email [info@thecareeracademy.co.uk](mailto:info@thecareeracademy.co.uk).

However, if your details are correct you need do nothing and your Direct Debit will be processed as normal. You have the right to cancel your Direct Debit at any time. A copy of the Direct Debit Guarantee is below. Please note that The Career Academy will appear on your bank statement for these direct debit payments.

*You will receive a confirmation email from Eazycollect of the set-up of your Direct Debit Instruction*

### Deferring or stopping a payment

Should you wish to defer a payment to another date you must contact The Career Academy at least 3 business days before the date of that payment to request the deferment. Deferments are entirely at the discretion of The Career Academy and will depend on the length of deferment, the current state of your account and your history. You may request us to stop an individual payment however you will still be liable to make this payment by some other method or your account will become overdue

### Altering the schedule

Should you wish to alter the payment frequency or Day to Debit, contact The Career Academy and we, at our discretion, may be able to make the changes you require. Any changes made will not affect the total amount you would otherwise have paid over the minimum term of your Contract.

### Your other responsibilities

In addition to those already mentioned, you are responsible for ensuring that your nominated account can accept direct debits. If it is not, it is your responsibility to provide The Career Academy with a new account number.

## Declaration

Your enrolment cannot be processed unless you have agreed to the Student Policy Terms and Conditions of Enrolment. These apply to every student enrolled with The Career Academy. Read them carefully before confirming that you have read, understood and accepted them by signing at the end of this document. It is an offence under the [Perjury Act 1911](#) to make a false declaration.

- I have read, understood and accept the terms and conditions noted in this Student Policy document
- I accept and agree to abide by the rules and regulations of The Career Academy
- I agree that if I default on any of the terms of the agreement or if the nominated Company whom is paying for my course may be passed on for use by a debt collection agency or solicitor.
- I understand that I have been given an 14 day right of cancellation from the enrolment date
- I declare the information I have given on this form is true and correct

Declaration – I declare that to the best of my knowledge, the information I have given is true and complete. I agree to abide by the Student Policy Terms and Conditions of The Career Academy.

Name of Student: \_\_\_\_\_ Signature: \_\_\_\_\_

Date : \_\_\_\_\_ Email Address: \_\_\_\_\_