



The
Career
Academy

Student Policy

The Career Academy Australia

Clear Expectations. Confident Outcomes

This policy explains your rights, responsibilities, and how we support you throughout your learning journey.

You will be asked to confirm and sign this policy as part of your enrolment.



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Table of Contents

1	Introduction	3
2	Admission, Enrolment & Membership	3
2.1	Who may enrol with TCA.....	3
2.2	Course entry requirements	4
2.3	Enrolment commencement.....	4
2.4	Third Party authorisation.....	5
2.5	Memberships	5
3	Cancellations and refunds	5
3.1	How to request cancellation.....	5
3.2	Refund policy.....	6
4	Payment of fees.....	6
4.1	Payment methods	6
4.2	Payment terms	7
5	Course swaps, deferrals, and extensions.....	7
5.1	Course swaps.....	7
5.2	Course deferrals	8
5.3	Course extension.....	8
5.4	Course completion	9
5.5	Student support resources	9
6	Assessment	10
6.1	Assessment guidelines	10
6.2	Assessment grading.....	10
6.3	Resubmission	10
6.4	Tutor Support	11
7	Academic integrity	11
7.1	Plagiarism.....	11
8	Complaints and feedback.....	12
8.1	Feedback	12
8.2	Complaints	12
9	Student Conduct	12
9.1	Policy.....	12
9.2	Behaviour	13
10	Privacy.....	13
10.1	General principles.....	13
10.2	Collection of personal information	13
10.3	Use of personal information.....	14
10.4	Access to personal information	14
11	Other declarations	15



1 Introduction

The purpose of this Student Policy is to provide guidance for students and staff about rules and procedures of The Career Academy Australia Pty Ltd (ACN 612 664 561) (TCA). Prior to enrolling for your course, you are asked to read and agree that you will comply with this Student Policy.

The Student Policy may be updated from time to time. Please check the website or learning platform regularly for the most up to date version.

2 Admission, Enrolment & Membership

2.1 Who may enrol with TCA

- 2.1.1 Any student may enrol with TCA, regardless of residency or visa status.
- 2.1.2 Students who are under the age of 18 may enrol at TCA provided they have the consent of a parent or guardian. In these cases, a Guarantor Form must be completed by the parent or guardian. The guarantor accepts responsibility for the student in relation to the enrolment and any associated obligations. The parent or guardian's billing information will be used at checkout, and they will remain financially responsible for the enrolment on behalf of the student.
- 2.1.3 Students must disclose any medical conditions, physical disability or other circumstances that could prevent them completing the course.
- 2.1.4 Students will be requested to provide supporting documentation to confirm their identity. Supporting documentation can include:
- Australian Passport; or
 - Passport along with an Australian resident visa stamp page/e-visa; or
 - A current form of Photo ID
 - TCA may require further documentation before enrolment can be confirmed.
- 2.1.5 TCA, acting reasonably, may refuse to enrol, or cancel the enrolment of, students who it deems to be not of good character. This includes, but is not limited to, providing false information at enrolment or throughout the term of enrolment, failure to pay fees on time, or breaching TCA's Student Policy.
- 2.1.6 If a student intends to request that a third party pay the course fees, this needs to be arranged before the student is enrolled.



2.2 Course entry requirements

- 2.2.1 To be considered for enrolment at TCA, a student must be able to demonstrate English proficiency to IELTS 5.5 or above. Students are also expected to have a basic understanding of computer skills. TCA offers a free Adult Language and Numeracy course should a student or advisor have concerns over whether they can complete the course.
- 2.2.2 TCA delivers all courses in online form. Students must therefore ensure that they have reliable access to a computer or laptop, a stable internet connection, and Microsoft Office software.
- 2.2.3 There are no academic prerequisites for any of TCA's courses apart from the Prior Knowledge quiz for the Advanced Certificate in Accounting which students must pass before they can begin the Advanced Certificate in Accounting.
- 2.2.4 The following are the minimum computer specifications that all students must have access to before they enrol in any course with TCA:

Software:

- Microsoft Office with Microsoft Word and Excel
- Adobe Reader, the latest version or equivalent PDF reader, is recommended.
- Antivirus software, updated regularly, is strongly recommended.
- Local administrative privileges on the computer may be required to allow for software installation and to configure computer settings.
- Content filters may need to be disabled to view certain types of learning material

Basic Computer Proficiency: At a minimum, students should have basic computer literacy skills including:

- Using a keyboard and mouse, plus sending, and receiving email
 - Saving and retrieving files in different formats (.docx, .pdf, .pptx., etc.)
 - Using a text editor (changing fonts, inserting links, using spell check, etc.)
 - Browsing for files to attach and upload
 - Accessing the Internet using a web browser and resetting basic web browser settings (clearing cache/history, cookies, etc.)
- 2.2.5 If a student no longer has access to a computer or internet or the above minimum requirements, it is their responsibility to gain access, and this is not grounds for cancellation outside of the cancellation period and will not entitle the student to a refund of fees or a credit towards a future course.

2.3 Enrolment commencement

- 2.3.1 TCA will confirm enrolment after all required information and any supporting documentation has been received and this Student Policy has been signed by you.



- 2.3.2 On confirming enrolment, course login details will be released to the student by email within 1 business day.
- 2.3.3 Your enrolment date starts on the date the course login email is sent and will be used for the purposes of cancellations, deferrals, course extensions, and refunds.

2.4 Third Party authorisation

- 2.4.1 A student may authorise a third party to access their enrolment information (excluding personal information) held by TCA. The student may nominate the person to receive information. You may cancel their authority on your plan at any time, simply by phoning us or by sending a letter stating you wish to cancel their authority. You will need to provide the full name of the third party as well as a contact number and email.

2.5 Memberships

- 2.5.1 Any membership or offer that TCA provides to a student in conjunction with the enrolment/completion of a program is valid for up to a maximum of twelve months after the completion of the program.
- 2.5.2 Where a membership or offer is no longer available at the time that the student's eligibility is met, TCA will endeavour to provide a suitably similar membership or offer, and where this is not possible, TCA will work with the student to provide a solution.
- 2.5.3 Where a membership is included as part of the enrolment, TCA will cover the cost of the initial membership only, and any membership renewal is at the student's expense.

3 Cancellations and refunds

3.1 How to request cancellation

- 3.1.1 If you wish to cancel, this must be completed within 10 days of the enrolment date. This is determined and defined as the "cooling-off period." You can do so by:
 - 3.1.1.1 submitting a cancellation request using the online form at <http://www.thecareeracademy.com/cancel>;
 - 3.1.1.2 phoning 1800 837 550.
 - 3.1.1.3 emailing support@thecareeracademy.com
- 3.1.2 As an alternative to cancelling, a student may request to swap their course after their enrolment date but before the cooling-off period ends. To request a swap, the student must



contact their Student Advisor or email support@thecareeracademy.com. For further information on course swaps, refer to subsection 5.1 Course swaps.

3.2 Refund policy

3.2.1 Refunds will be made in accordance with the table below:

Circumstances	Refund Amount
Cancellation requested prior to completing enrolment requirements	100% of course fees
Cancellation requested within 10 days of the enrolment date	100% of course fees
Cancellation form submitted more than 10 days after the enrolment date	Unless exceptional circumstances apply (see 3.2.3 and 3.2.4 below), no refund and student is liable to pay fees

3.2.2 Refunds will be processed on the 20th of each month.

3.2.3 A refund may be requested under exceptional circumstances that are out of a student's control. If you experience financial or other hardship such as an unforeseen and extraordinary circumstance that significantly impacts your ability to continue with and/or pay for the course, you may request a refund. An example could include a severe and/or debilitating injury or illness to you or a close family member that you support.

3.2.4 Documentation confirming the exceptional circumstances may be required. Approval of applications will be at the reasonable discretion of TCA, and any applicable fees or refunds will be determined in accordance with the program's refund policy

4 Payment of fees

4.1 Payment methods

4.1.1 Students are liable for the course and other fees in full after the cooling-off period.

The fees are payable in Australian Dollars (AUD) and may be paid via:

- Full online payment by credit card



- Full online payment by direct bank transfer
- Payment plan with Debitsuccess

4.2 Payment terms

- 4.2.1 This section applies only to students who choose to pay their course fees via a payment plan. Students who pay their fees in full upfront are not subject to these terms.
- 4.2.2 TCA has appointed DebitSuccess to collect payments on its behalf if students elect to pay via payment plan. If you select this option, by signing this document, you give TCA & DebitSuccess authority to debit your account and you are deemed to have accepted the DebitSuccess terms and conditions which can also be found on our website here: <https://thecareeracademy.com.au/debit-success-terms-conditions/>
- 4.2.3 Payment plans are available for balances of up to \$6,000 including GST outstanding at any one time. The balance to settle for the student may be lower than this amount and will be outlined in the student's enrolment form and can be confirmed by TCA's Payment Success team and/or DebitSuccess.
- 4.2.4 Where fees are not paid on time, TCA may refer the outstanding balance to a debt collection agency. This will be the case if the amount remains overdue for 10 days after the final notice.
- 4.2.5 Where a student's account has been referred to an external debt collection agency, access to the learning platform will be suspended.
- 4.2.6 If a payment is dishonoured, DebitSuccess will charge a default fee of \$10. The student will be liable for all costs incurred by TCA in collecting any amounts owing, including but not limited to default fees, and costs charged by any debt collection agency. The student will also be liable for any other associated legal costs and disbursements on a solicitor/client basis including court costs if applicable.
- 4.2.7 If a student wishes to discuss their outstanding balance or payments, they may contact the Payment Success team by emailing paymentsuccess@thecareeracademy.com

5 Course swaps, deferrals, and extensions

5.1 Course swaps

- 5.1.1 Students are eligible for 1 course swap only. Any additional request to change courses will be treated as re-enrolment and will be subject to standard enrolment terms and fees.



- 5.1.2 A student is not eligible for a course swap if they have completed any certificate(s) within the applicable program.
- 5.1.3 No administration fee applies when a student requests a course swap outside their cooling-off period.
- 5.1.4 Students may request to swap to a course of similar value. If approved, the new course must not exceed \$500 above the original contract value. All course swaps are subject to review and approval at TCA's discretion.
- 5.1.5 Course swaps are not transferable to another person.

5.2 Course deferrals

- 5.2.1 After the cooling-off period, a student may apply for a deferral of their course once throughout their study for a maximum of three months. Payments may be suspended during a deferral. Approval of payment suspension during the deferral will be at the discretion of the Payment success team.
- 5.2.2 Students enrolled in more than one course may apply to defer the start date of certain courses until such time as they have completed others. Approval will be at the sole discretion of TCA's Student Success Team.

5.3 Course extension

- 5.3.1 TCA's courses are designed to be completed within set timeframes. The required timeframe for each course is published on the course page on the website.
- 5.3.2 If students need more time to complete their course, they may apply for an extension to the existing course. There is no restriction on the number of extensions a student may purchase. Course extensions are available for the following durations: 1 month, 3 months, 6 months, or 12 months. All extension enquiries must be directed to extensions@thecareeracademy.com
- 5.3.3 Students may purchase multiple extensions as required. There is no maximum extension period. A delay in marking assessments is not grounds for a complimentary extension.
- 5.3.4 If a student does not complete a course by the defined end date and an extension is not paid for prior to the course end date, the enrolment period will expire, the course content will no longer be accessible, and it will be considered that the student has abandoned their course.
- 5.3.5 If a student wishes to continue with a course after it has expired or following an extended period of inactivity, they may purchase an extension to regain access without needing to re-enrol in the full course.



5.4 Course completion

- 5.4.1 On completion of a course, a student will be eligible to receive an electronic Certificate of Achievement.
- 5.4.2 Certificates of Achievement will be issued only after fees for the relevant course have been paid in full.
- 5.4.3 Once fees have been paid in full, the Certificate of Achievement will be made available to the student within the Learning Platform. If you no longer have access to the learning platform, the Student Success team can email you a pdf copy.
- 5.4.4 Students may request to enrol in a new course to have their completed certificate released to their dashboard. The new course must either be paid in full or added to the student's existing payment plan.
- 5.4.5 You acknowledge and agree that TCA is not a registered training organisation (an RTO) and is not a training provider registered by the Australian Skills Quality Authority (ASQA) (or a state regulator) and is not authorised to and is not providing you any recognised accreditation.
- 5.4.6 TCA is Internationally Approved and Registered by IARC and all courses are accredited by the International Council for Online Educational Standards (ICOES).

5.5 Student support resources

- 5.5.1 For course extras and add-ons (e.g. printed course notes, etc.), the student must have passed the cooling-off period and made the first successful payment before the item can be dispatched. The student's account must also be up to date at the time of dispatch.
- 5.5.2 If a Tablet or Kit is provided on or after enrolment, the student must have passed the cooling-off period, have made four successful and consecutive payments, and have an account that is fully up to date before the tablet is dispatched. Please allow for shipping delays.
- 5.5.3 Once course add-ons, including but not limited to tablets, have been delivered by the courier, TCA will not be liable for any items that are damaged, misdirected, lost, or stolen.
- 5.5.4 It is the student's responsibility to ensure delivery address details are correct prior to dispatch. Where address details are updated after dispatch, TCA cannot guarantee redirection or recovery of the item.



6 Assessment

6.1 Assessment guidelines

- 6.1.1 For each module, students' learning will be assessed via a written assessment and/or a quiz.
- 6.1.2 It is the student's responsibility to familiarise themselves with the assessment requirements for their course.
- 6.1.3 Students must submit their own original work for assessment and acknowledge that the use of AI to generate responses is considered plagiarism. Plagiarism will not be accepted. Refer to section 7: Academic Integrity for further information.
- 6.1.4 All assignments must be submitted at least 2 weeks before the enrolment end date.
- 6.1.5 Where an assignment is submitted during the two weeks before the enrolment end date the student will need to apply for an extension to ensure they can access tutor feedback and receive their certificate(s).

6.2 Assessment grading

- 6.2.1 Assessments will usually be graded within 5 business days of submission, but grading may be delayed where there are high volumes of assessments.
- 6.2.2 Tutors will grade each assessment according to marking schedules. Assessments will be subject to internal and external moderation.
- 6.2.3 For written assessments, students will receive a grade of either "pass" or "resubmit required". For quiz assessments, students will receive a percentage grade. The passing grade is 80%.
- 6.2.4 Students who do not achieve a satisfactory pass on an assessment may be considered for a restricted pass. This will be at the discretion of the manager of the Tutor team. No more than two restricted passes may be granted per course.
- 6.2.5 A student may appeal their grade, or any aspect of the assessment process, by submitting a completed Student Assessment Appeal Form. This form can be obtained by emailing support@thecareeracademy.com. The student's work and grade will be reviewed by the manager of the tutor team. An appeal must be submitted within 10 business days of the grade being issued.

6.3 Resubmission

- 6.3.1 A maximum of three submissions per assessment will be permitted.



- 6.3.2 If an assessment does not receive a “pass” grade on the third attempt, and is not eligible for a restricted pass, the student’s work will be reviewed by the manager of the tutor team, who will decide, at their sole discretion, whether the student:
- May pay a fee to be allowed to make one further, final submission; or
 - Must re-enrol in the course and begin from topic one if they wish to complete the course and receive a course certificate.

6.4 Tutor Support

- 6.4.1 Tutors are available during business hours, Monday to Friday between 9am and 5pm. You can also ask questions outside of business hours via the orange help button or in the discussion forums with other students and our tutors will respond within business hours.

7 Academic integrity

7.1 Plagiarism

- 7.1.1 Plagiarism is not tolerated at TCA. Plagiarism includes:
- Copying text or images from TCA course material.
 - Copying text or images from other resources including but not limited to the internet.
 - Submitting another student’s work, in whole or in part.
 - Submitting work that has been written or generated by another person or third party on the student’s behalf.
 - Submitting content generated by artificial intelligence (AI) tools as the student’s own work, unless expressly permitted and properly acknowledged in accordance with this policy.
- 7.1.2 Students are required to tick a declaration box confirming that each submitted assignment has been written entirely in their own words, except where the work of others has been appropriately acknowledged. Students acknowledge that the use of AI to generate responses constitutes plagiarism. Submitting work that is not their own may result in failure of the course and may prevent the award of a certificate of achievement.
- 7.1.3 If a student submits work that TCA considers not to be their own work, the student will be given a warning and be required to resubmit the assessment. If the student continues to submit work that is not their own, the student will fail the course and will not receive a Certificate of Achievement. Instead, they will receive an exit statement for the work passed and deemed to be their own.



8 Complaints and feedback

8.1 Feedback

- 8.1.1 TCA encourages and welcomes student feedback; this can be emailed to support@thecareeracademy.com
- 8.1.2 Feedback is sought throughout the course and during a student's learning experience. Feedback may be used for marketing purposes. If a student does not wish their feedback to be used in this way, they should advise TCA by emailing support@thecareeracademy.com

8.2 Complaints

- 8.2.1 Any complaints should be emailed to complaints@thecareeracademy.com
- 8.2.2 Depending on the nature of the complaint, it will be referred to either the relevant Team Leader or the Senior Management Team.
- 8.2.3 Complaints will be responded to within a maximum of 10 working days.

9 Student Conduct

9.1 Policy

- 9.1.1 TCA has a duty of care to its students and is responsible for providing a safe online teaching and learning environment.
- 9.1.2 In all our communications with students we will:
 - a. Deal fairly, honestly, consistently, and appropriately with all students.
 - b. Set expectations for what TCA can and cannot do to meet their concerns.
 - c. Provide services that are accessible to all.
 - d. Ensure that no one enrolled in our courses is disadvantaged because of the unacceptable behaviour of others.
- 9.1.3 TCA takes the importance of our work very seriously. While we are committed to providing the highest level of customer service and tutor support to our students, we do not expect our staff to tolerate inappropriate behaviour.



9.2 Behaviour

- 9.2.1 Inappropriate behaviour for students includes:
- 9.2.1.1 Offensive, threatening, or abusive behaviour, which includes but is not limited to behaviour or language that is offensive, threatening, or abusive.
 - 9.2.1.2 Unacceptable demands, which includes but is not limited to repeatedly demanding responses within an unrealistic timescale, insisting on speaking to a particular member of staff, even when it is not possible, refusing to follow the instruction provided by the Tutor or Student Success representative and causing disruption by excessive contact in relation to information about their enrolment.
 - 9.2.1.3 Unacceptable persistence, which includes but is not limited to contacting TCA repeatedly about the same issue or closely related issues. When persistence has reached the point of disrupting our ability to undertake our work, if it is amounting to harassment and unacceptable treatment of our staff, this will constitute unacceptable behaviour.
- 9.2.2 If a student, whether contacting or being contacted by TCA, displays any of the inappropriate behaviours, the staff member will warn the student (phone call) and if the inappropriate behaviour persists the staff member will advise the student that they are ending the call and a manager will review the interaction, define an appropriate action, and contact the student. Emails that contain inappropriate behaviour will be immediately referred to a manager who will review the interaction, define an appropriate action, and contact the student.

10 Privacy

10.1 General principles

- 10.1.1 TCA will collect, use, store, and disclose personal information relating to students in accordance with the provisions of the Privacy Act 1988.
- 10.1.2 Where provision or disclosure of information is voluntary or falls outside the scope of information TCA is permitted to collect, store, use and disclose under the Privacy Act 1988, students will be advised, and their consent will be obtained prior to the provision or disclosure of information.

10.2 Collection of personal information

- 10.2.1 Where practicable all personal information is obtained directly from students, or from their nominated agent(s). Additionally, information may be obtained or verified through relevant government or education agencies.



10.3 Use of personal information

- 10.3.1 Personal information will be stored within TCA databases and all practicable security measures will be maintained. A unique student identifier will be assigned.
- 10.3.2 Staff members and other personnel within TCA or within agencies under contract to TCA will have access to select students' personal information for purposes relevant to normal educational institute operations including but not limited to: enrolment, study, academic progress, payment services, establishing and maintaining academic and graduation records, student success, discipline, managing students' association(s) membership and records.
- 10.3.3 To conduct its proper business and as required under the Education Act 2013 and other laws, regulations, and contractual agreements by which it is bound, TCA may use the student information it holds and may disclose personal information to external agencies such as government departments, bodies responsible for course moderation and professional accreditation or membership and debt collection agencies. Such agencies include, but are not limited to:
- Department of Education
 - Immigration Home Affairs Australia (for students who are not AU citizens or do not hold any resident or working-class visas)
 - Relevant professional bodies
 - Course moderation or accreditation bodies
- 10.3.4 From time to time, TCA may email students about other courses and offers that may be of interest to them. If a student does not wish to receive these emails, they should advise TCA by emailing unsubscribe@thecareeracademy.com with the subject heading unsubscribe
- 10.3.5 A full and complete copy of our Privacy Policy can be found on our website.

10.4 Access to personal information

- 10.4.1 TCA will make information held about students available to them upon request and in accordance with the Privacy Act 1988.
- 10.4.2 Students also have the right to request correction of personal information held about them.
- 10.4.3 A student who wishes to request access to their personal information, or to have it corrected, should email TCA at support@thecareeracademy.com



11 Other declarations

I confirm that:

- 11.1.1 I have read and understood TCA Student Policy and understand that after my 10-day cooling-off period, I am liable for the full cost of my enrolment.
- 11.1.2 I understand that by enrolling with TCA, I am accepting the terms and conditions of the Student Policy.
- 11.1.3 I have reliable access to a computer/laptop, a stable internet connection and Microsoft Office software and I understand that it is my responsibility to ensure I have reliable access for the duration of my enrolment.
- 11.1.4 I do not have any existing medical conditions or physical disability that prevents me from completing the course.
- 11.1.5 I have disclosed all information relevant to my ability to complete this course.

