



**TRAINEE  
PROGRAM**

**Professional Golfers Association of Australia Limited**

**2019  
TRAINEE INFORMATION KIT  
STUDENT HANDBOOK**

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## 1. WELCOME

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Dear Trainee,

Welcome to the **PGA Trainee Program**.

You are embarking upon a course that will grant you exclusive entry into one of the oldest sporting organisations in the world. Entry must be earned. Therefore, being a Member of the PGA of Australia is indeed exclusive.

Studies in the Trainee Program are a combination of on the job training, Training Schools, online training and assessment and distance education. Studying via distance education can be a rewarding and satisfying experience but it does have its challenges. Time and energy can be wasted if it is not well directed. Likewise, many demands are placed upon your time, through work, study, practice, family and leisure.

***As a Trainee, you will have a significant work load, both in terms of academic and playing requirements.***

***The time taken now to plan will allow you the best chance of success, and provide your employer the best opportunity to utilise you as a valuable staff member within their business.***

***The Trainee assignment schedule, Trainee Calendar and other important events are noted on The Fairway.***

This information kit will be your guide throughout the duration of your study. In this guide you will find information relating to the Academic, Playing and Workplace requirements of the Trainee Program, as well as policies relating to the program.

The Fairway, the PGA e-learning platform, contains up to date resources you may need in your time in the program and MyPGA houses Trainee Program resources, PGA Membership Regulations and the PGA Constitution.

The PGA Academy has an extensive number of regulations and policies in relation to the Trainee Program and Trainees. We would urge you to be familiar with these to ensure that if there are any difficulties experienced during the Trainee Program they can be handled in an efficient and appropriate manner.

Should you or your employer have any questions, or should you experience any difficulties with regard to the Trainee Program please do not hesitate to contact any member of the PGA Academy, your PGA Divisional Office or your State Education Chairperson.

Good luck with the Trainee Program.



Geoff Stewart  
General Manager of Training and Education  
PGA Australia

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## 2. THE PROFESSIONAL GOLFERS ASSOCIATION OF AUSTRALIA

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The Professional Golfers' Association of Australia Ltd is the professional body which represents professional golfers in Australia. As a Trainee you are expected to have knowledge of the association to which you are working towards becoming a Full Vocational Member.

### 2.1 PGA VISION, MISSION STATEMENT & CORE VALUES

**PGA Vision:** The PGA will be one of Asia-Pacific's leading sports brands, recognised as an industry leader that delivers the highest standards in all its activities.

**PGA Mission:** To promote and grow the game of golf, thereby providing our current and future Members with the opportunity to maximise their career potential.

**PGA Core Values:** These are articulated outwardly to our Members, stakeholders, broader industry and the public through our brand. They guide our behaviours from the Board to the employees and individual PGA Members and are fundamental to the manner in which the PGA operates.

#### ACCESSIBILITY

We will operate in an open and transparent way to our Members and the broader industry and be responsive to their changing needs

#### PROFESSIONALISM

We will operate with high standards and always strive to deliver our stakeholders a premium experience

#### INTEGRITY

We will be passionate about pursuing our mission and objectives whilst being accountable for our actions

#### RESPECT

We will be respectful to a diversity of opinion, valuing our stakeholders equally and without prejudice

#### LEADERSHIP

We will act in an inclusive and non-adversarial manner, whilst being assertive in our approach

#### EXCELLENCE

We will seek to ensure all of our operations and activities are delivered to the highest standards

The Association was inaugurated in 1911. Since inception, the main functions of the Association have always been to provide opportunities for Association Members through tournaments, professional services and ongoing education and training.

The Association has been a nationally incorporated body since 1984. This ensures standards of membership and training are replicated around the country by a centrally administered organisation. In addition, the PGA has Divisional offices in each state which oversee the Association's programs in that region. This allows for the local delivery of nationally based programs and policies.

By being a Nationally Governed Organisation, PGA member's credentials and memberships are fully transportable within Australia. Indeed, our standing worldwide sees these credentials are recognised by all major PGA's around the world.

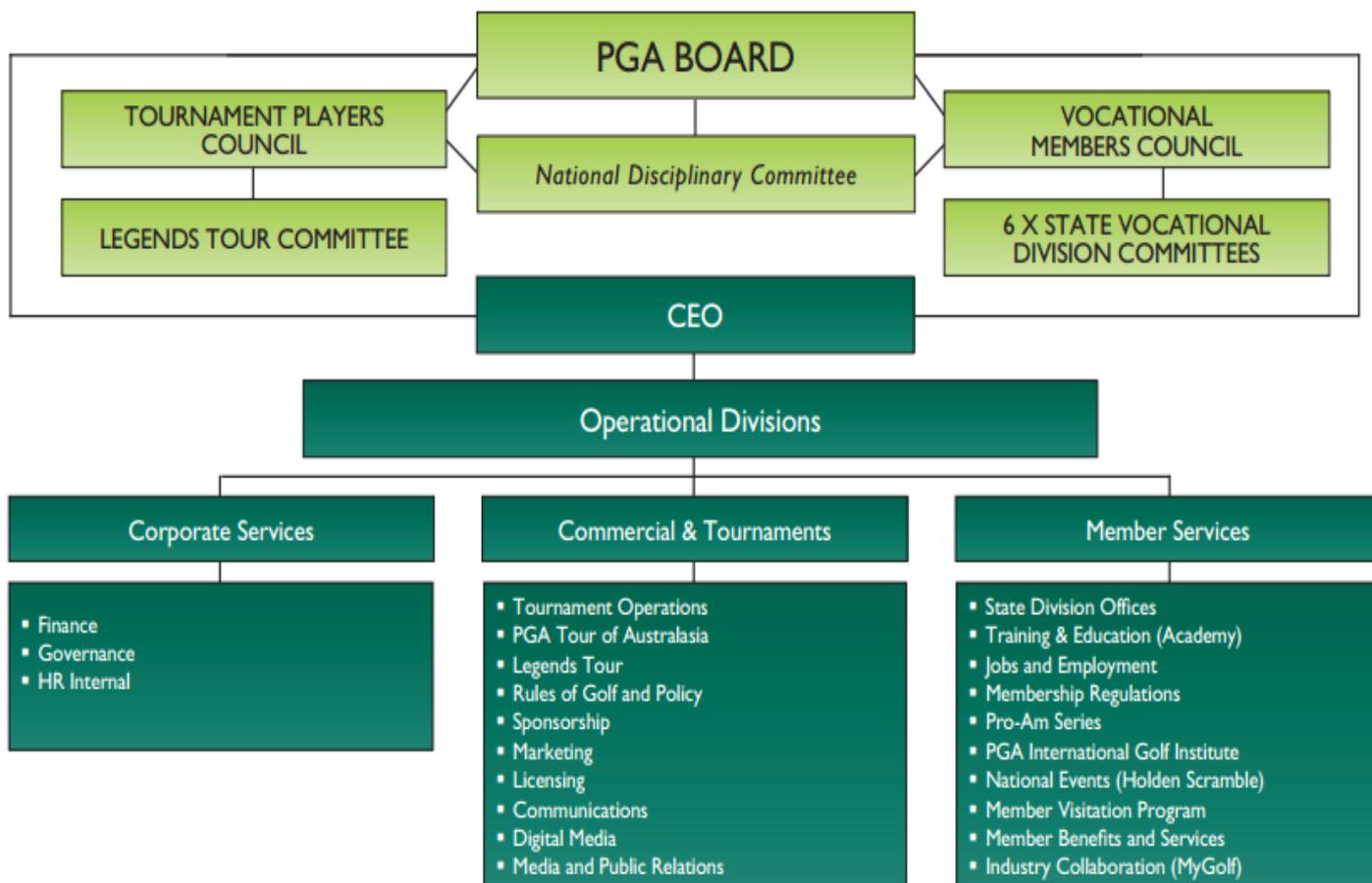
The PGA of Australia has a Board of Directors comprised of an elected Chairman, Vice-Chairman, two (2) x Directors from the Vocational Membership category, two (2) x Directors from the Tournament Membership category and a minimum of three (3), maximum five (5) Non-Member Directors.

The PGA Tour Division and each State Vocational Division has a committee which applies national policy on a State basis, and seeks out further opportunities for Members in that Division as well as represent the PGA and its Members at the local level.

Nationally the PGA Head Office is comprised of a number of departments which indicate the depth of operation of the Association.

PGA Membership Regulations and PGA Membership Policies are available on MyPGA.

## 2.2 PGA STRUCTURE



## 2.3 RTO DETAILS

The Professional Golfers Association of Australia is a Registered Training Organisation (RTO provider number 22044) and provides qualifications from Certificate II level through to Diploma level.

The PGA Australia complies with the Standards for Registered Training Organisations (RTOs) 2015 as they are described in the VET Quality Framework.

As a RTO the PGA provide quality-assured and nationally recognised training and qualifications.

## 2.4 MEMBERSHIP

The PGA Membership is comprised of the following classifications:

<b>Vocational</b>	<b>Tournament</b>	<b>Other</b>
Full Member (Vocational)	Full Member (Tournament)	Honorary Member Perpetual
Life Member (Vocational)	Life Member (Tournament)	Honorary Member Annual
Semi-Active Member	Affiliate Tournament Member	PGA Associate
Restricted Member	Temporary Tournament Member	
Trainee Member	Senior Tournament Member	
Provisional Member	Weekly Tournament Member	
Retired Member		

### **Trainee Member**

A Trainee Member is required to be training as a golf professional under the instruction of a Full Member (Vocational) pursuant to the conditions noted in the PGA Membership Regulations and the Trainee Information Kit.

### **Provisional Member**

Any Trainee Member who, at the date of application, is not otherwise entitled to become a Full Member (Vocational) and is undertaking specific training and assessment requirements determined by the Academy may be admitted by the Board for a provisional period of membership, on such terms and conditions as the Board may determine.

## 2.5 THE PGA ACADEMY

The PGA Academy is the Department within PGA Australia Ltd which is responsible for all PGA Members' professional training & education and the administration and management of the Trainee Program. The Academy is directed by the Vocational Members Council. This committee is scheduled to meet regularly to set policy and direction for all matters pertaining to education for Members and Trainees. The Academy staff and management apply this policy and direction on a day to day basis, and as such should be the first point of contact for all educational matters.

The Academy, as do all departments and divisions of the Australian PGA, operates in accordance to the statutory requirements as they pertain to anti-discrimination, occupational health and safety, sexual and racial harassment provisions, equal opportunity, and drugs and alcohol in the workplace.

The Academy will seek to fulfil the following aims and objectives:

- Administer a Training Program which meets the needs of an ever-changing industry
- Ensure that Trainees and Members are afforded the opportunity to seek the highest available credentials as they apply to golf professionals in the industry
- Provide fair and equitable policies and procedures which ensure the integrity of the Programs whilst maintaining access to opportunity for all Members and Trainees
- Provide best practice administrative procedures to ensure effective dealings with Trainees in the Program
- Ensure administrative policies & procedures are transparent and equitable
- Ensure training and assessment methods are current and reflect the current requirements of accrediting instrumentalities (E.g. ASQA)

## 2.6 ACADEMY STAFF

### **Geoff Stewart – General Manager - Membership and Education**

This role pertains to the overall management of all Academy operations including the Members' Accreditation and Continuing Education (ACE) Program, Trainee Program, Public Education Programs, University Partner Programs, Junior Golf and PGA Membership management.

**Ph:** 03 8320 1911

**Email:** [gstewart@pga.org.au](mailto:gstewart@pga.org.au)

### **Stephanie Jamieson - Training Manager**

The role involves the day to day management of the Trainee Program, Bridging School Program and Professional Year Program, in addition to the management of the two national tournaments Rich River and the National Futures Championships.

**Ph:** 03 8320 1937

**Email:** [sjamieson@pga.org.au](mailto:sjamieson@pga.org.au)

### **Matthew Street – Training Coordinator**

This role involves the development of training and assessment content and the management of the PGA e-learning platform The Fairway.

**Ph:** 03 8320 1931

**Email:** [mstreet@pga.org.au](mailto:mstreet@pga.org.au)

### **Melanie Chapple – Training Programs Administrator**

This role involves the day to day administration of the Trainee Program, Bridging School Program, and the Professional Year Program.

**Ph:** 03 9320 1935

**Email:** [mchapple@pga.org.au](mailto:mchapple@pga.org.au)

### **Sue McCall – Membership & Continuing Education Coordinator**

This role involves the day to day administration of PGA Memberships. .

**Ph:** 03 8320 1964

**Email:** [smccall@pga.org.au](mailto:smccall@pga.org.au)

### **Brent Davis – Continuing Education Coordinator**

This role involves the day to day administration of the ACE Program and Continuing Education Programs.

**Ph:** 03 8320 1931

**Email:** [bdavis@pga.org.au](mailto:bdavis@pga.org.au)

### **Catharine Windrum – RTO Compliance Coordinator**

This role involves the day to day administration of the Registered Training Organisation and Compliance

**Ph:** 03 8320 1967

**Email:** [cwindrum@pga.org.au](mailto:cwindrum@pga.org.au)

**Academy Email:** [academy@pga.org.au](mailto:academy@pga.org.au)

## 2.7 PGA DIRECTORY

### STATE VOCATIONAL DIVISIONS

All PGA Members, including Trainees, are allocated to a State Vocational Division based on geographical location.

#### PGA ACT / NSW DIVISION

David Barker - State Manager  
Scott Jolly - Member Service Coordinator

Office: Suite 5  
102-108 Alfred Street  
MILSONS POINT NSW 2061  
Postal: PO Box 1416  
NORTH SYDNEY NSW 2059  
Ph. (02) 8001 4000  
Fax. (02) 9955 9917

#### PGA VIC / SA / TAS

Nick Dastey - State Manager  
Chris Donovan – Member Service Coordinator (Vic/Tas)  
Brett Crosby - Member Service Coordinator (SA)

Office & Postal  
PGA National Office  
600 Thompson Road  
SANDHURST VIC 3977  
Ph. (03) 8320 1911  
Fax. (03) 9783 0000

#### PGA QLD / NT DIVISION

Broc Greenhalgh - State Manager

Office: 1 Gleneagles Drive  
SANCTUARY COVE QLD 4212  
Postal: PO Box 470  
SANCTUARY COVE QLD 4212  
Ph. (07) 5657 6100  
Fax. (07) 3102 0564

#### PGA WA DIVISION

Kim Felton - State Manager  
Aimee Christie - Member Service Coordinator

Office & Postal  
Wembley Golf Complex  
200 The Boulevard  
WEMBLEY DOWNS WA 6019  
Ph: (08) 6430 8100  
Fax: (08) 9370 5276

### STATE VOCATIONAL DIVISION COMMITTEES

Each SVD shall be governed by a Committee (SVD Committee) elected by its Vocational Members in accordance with the PGA Membership Regulations.

### STATE CHAIRMEN

<b>ACT/NSW</b>	Gary Booby
<b>QLD/NT</b>	Darren Richards
<b>VIC/SA/TAS</b>	Tim Moore (VIC), Chris Crocker (SA), Steven Frith (TAS)
<b>WA</b>	Robert Farley (WA)

### Finance & Accounts

03 8320 1922

### PGA National Office

600 Thompsons Road  
SANDHURST VIC 3977  
Ph: (03) 8320 1911  
Fax: (03) 9783 0000

### Note:

Staff Directory information correct at the time of printing  
Subject to change without notice

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### 3. TRAINEE RESPONSIBILITIES

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As a Trainee of the PGA of Australia enrolled in the Academy, your responsibilities include the following:

- To be aware of the principal dates as set out in the yearly calendar, such as Training Schools, and indicated on The Fairway. These may change throughout the year; it is important to be aware of any correspondence relating to these dates.
- To respond within seven (7) days of all correspondence that the Academy or Divisional office requires you to attend to, or some action to be taken. This includes emails, letters and messages that may relate to breaches, re-submission of assignments or any other relevant matter.
- Regularly access and review your PGA Member email.
- To notify the Academy and the Divisional office of any change of address, telephone number, or of any pending change of employment.
- To be aware of all assignment & assessment deadlines and submit all assignments & assessments in accordance to the procedures relating to these. There is zero tolerance for late submissions. (see “Fail to Submit & Late Submissions” for more detail)
- To attend all Training School requirements
- To be aware of all dates of examinations & assessments, venues and times, and be present for such.
- To submit all employment information as required by the Academy and Divisional offices.
- To be conversant with all rules pertaining to the Trainee Program, Trainee Information Kit, rules pertaining to professional conduct and play and the PGA Membership Regulations.
- Discuss with and inform your Employer of all relevant information as it arises.
- Complete all examinations, written, online, Training School and practical assessments as required.
- Maintain the playing requirements as set down in the Trainee section of the Membership Regulations Handbook.
- Ensure that all monies due to the Academy or State Office are paid by the due dates.

#### 3.1 PGA MEMBERSHIP REGULATIONS

Trainees must adhere to the PGA Membership Regulations. The Trainee and their Employer should read the Constitution and Membership Regulations Handbook, which are available on MyPGA, and should be referred to should any problem arise, or clarification be sought.

By signing the Trainee-Employer Agreement and paying fees both the Employer and Trainee agree to abide by the PGA Membership Regulations.

### 3.2 1 WHO TO CONTACT

A Trainee's first port of call is their Employer. He or she should be contacted first when problems arise. It is important that a two (2) way level of communication exists between Employer and Trainee. The Employer is the direct trainer on a day to day basis. All assessment grades and playing results should be discussed with them.

Additionally, each Trainee is allocated a Mentor throughout the Program. This person is to be someone other than your Employer who will act to offer advice and assistance where possible.

Should problems occur in regard to employment issues the Divisional Office should be contacted to assist in arbitration. Employment issues can also be communicated to the PGA Academy.

When to contact your State Division:

- Trainee match schedules and entries, including injuries and withdrawals
- Employment conditions, change of employment and wages
- Dissemination of information, notification of examination times and venues

When to contact the Academy:

- As referred to by your State Division
- Assessment submission via The Fairway
- Assessment results and feedback
- Extensions & queries relating to assignments, assessment tasks, grading and status against the competency based assessment schedule
- Access or issues with The Fairway
- Fees payment issues
- Problems relating to course completion
- Injuries and illness which would require the Trainee to be unable to compete in Trainee matches of any extended duration (i.e. more than one week)
- Enquires relating to the National Futures and Rich River Tournaments
- Assistance with academic content and study difficulties
- Queries relating to playing statements & adjusted averages

Although the PGA Academy staff are there to assist, the nature of the Program requires Trainees to frequently visit The Fairway. Passwords are provided upon commencement of the Program. It is recommended that Trainees visit daily to check for updates, bulletins and other pertinent information or requirements

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## 4. PRE COMMENCEMENT REQUIREMENTS

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### 4.1 WHAT TECHNOLOGY YOU WILL NEED ACCESS TO

During the PGA Trainee Program you will need to ensure you have access to the following as a minimum to complete your training and assessment requirements

- PC / Laptop - with internet access and the ability to download software from time to time
- Scanner
- Printer
- Camera- with video function

Please note that while the Fairway is a web based program however some elements of your assessments or software requirements may not be easily compatible with a MAC computer. We recommended at a minimum you have access to a PC to be able to complete some of the assessment requirements where a MAC compatible option is not compatible.

A tablet or smart phone alone will not be sufficient to complete your assessment requirement

### 4.2 TEXTBOOKS

The following is a list of resource which the Academy provides to each Trainee, which supplement the information provided on The Fairway (e-learning Platform).

Additional suggested readings may be provided by the Academy throughout the year also.

The following reference material is provided to or required by all Trainees: -

#### Stage One

Coaching Excellence eBook  
Golf Anatomy eBook  
Rules of Golf, St Andrews Royal & Ancient  
Decisions on the Rules of Golf  
PGA Membership Regulations (online)  
Trainee Information Kit - Student Handbook (online)  
PGA of Australia Constitution (online)

#### Stage Two

Trainee Information Kit Updates (online)  
PGA Membership Regulations (online)

#### Stage Three

Trainee Information Kit Updates (online)  
PGA Membership Regulations (online)  
National School Conference Manual  
Working with our Members Guide (online)

### 4.3 ADDITIONAL REQUIREMENTS

As part of the program all Trainees will be required to undertake a number of additional courses/elements run via external providers and are embedded across the three (3) years of the program

- i. R & A Level 1 Rules Accreditation.
- ii. Senior First Aid certificate (including resuscitation). The first aid course completed must include Unit of Competency – HLTAID003 Provide First Aid.
- iii. Working with Children Check or equivalent.
- iv. One full day Continuing Education course prior to graduation.

You will need to be able to successfully complete each of the above in order to be eligible for Full Vocational Membership with the PGA at the conclusion of your Traineeship.

Both the Working with Children Check and First Aid certificate must be maintained throughout the duration of the Trainee Program.

Each of these requirements may be associated with an additional cost which is the responsibility of the Trainee.

#### 4.4 LANGUAGE, LITERACY & NUMERACY (LLN)

As a requirement of the PGA of Australia as an RTO all Trainees must undertake a Language, Literacy and Numeracy assessment in order to determine if any additional support is required.

The PGA Academy will make every effort to ensure that you are adequately supported to enable you to complete your training.

For Trainees who require assistance to improve their English reading, writing and speaking skills we recommend contacting local language training facilities.

Each year within the Trainee Program you will be required to undertake an LLN assessment to help identify students who may require additional assistance. Regardless any students who feel they will require extra assistance are encouraged to contact the Training Manager directly.

#### 4.5 TRAINEE - EMPLOYMENT AGREEMENT (TEA)

All Trainees' employment is governed by the PGA Membership Regulations and all Trainees must sign a Trainee - Employer Agreement with their Employer.

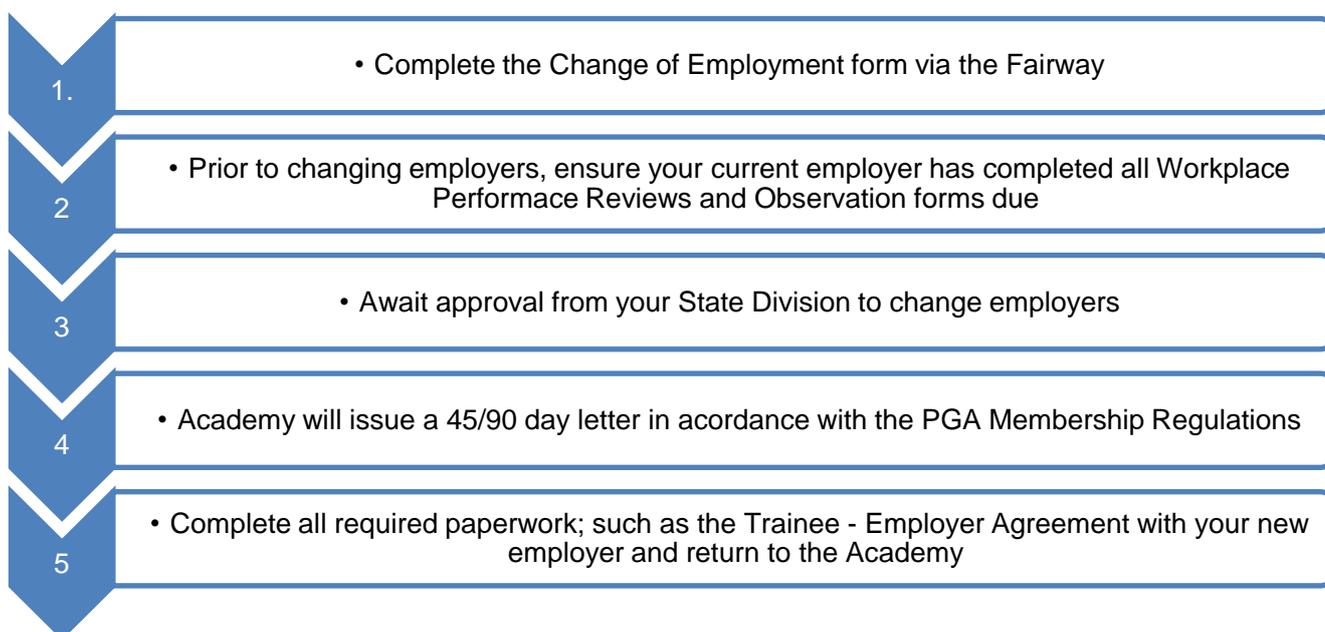
This document is lodged with both the Division and the Academy and a Trainee's employment at the designated facility is not officially approved until the TEA is ratified by the Academy.

At this time both the Employer and the Trainee are bound by the rules outlined in these documents. The major conditions by which the Trainee is employed are as follows and should be read in conjunction with the Trainee section of the PGA Membership Regulations:

- Trainee Responsibilities
- Employer Responsibilities
- Facilities Checklist
- Agreement by both parties to abide by the PGA Membership Regulations
- Completion of the Workplace Training Program by the Employer

#### 4.6 CHANGE OF EMPLOYMENT PROCEDURE

In the case of a Trainee wishing to change their place of employment or the professional to which they are indentured to have changed, the following procedure must take place:



**Trainees are required to confirm the suitability/eligibility of the facility and the potential new employer with both the PGA Academy and their Divisional Office prior to changing/accepting employment.**

Should a Trainee leave employment or be left without employment or an indenturing Professional, they are to notify the Academy and a grace period to find a new position will be granted as per Member Regulations.

*7.2.4 A Trainee Member who is dismissed for due cause or resigns from their Employing Member indentured employment, has a maximum of 45 days to find alternative employment with a Member in accordance with clause 7.1, failing which the Trainee Member shall be deemed to be suspended and may apply to recommence their Traineeship at the beginning of the next academic year.*

*7.2.5 A Trainee Member who loses their indentured employment position through no fault of their own shall have a maximum of 90 days to find alternative employment with a Member in accordance with clause 7.1, failing which the Trainee Member shall be deemed to be suspended and may apply to recommence their Traineeship at the beginning of the next academic year unless the Academy approves an extension beyond 90 days.*

Trainees should be aware that allowance to be indentured under a Member of the Australian PGA at a given facility is governed by a number of Rules & Regulations as outlined in the policy for indenturing professionals. This means that not all employers at all facilities are permitted to employ a Trainee, or there may be a restriction on the number of Trainees who are permitted to be indentured at that facility. Trainees are required to confirm this with both PGA Academy and their Divisional Office prior to accepting employment.

#### **4.7 PGA TRAINEE WAGES**

To assist employers and Trainees the PGA keep updated information regarding wages on MyPGA under the [Employment section](#).

It is important for PGA Members who indenture a PGA Trainee to be fully aware of their obligations as employers and/or supervisors of Trainees.

Due to complexity of calculating wages the PGA recommend both Trainees and employers visit the Fair Work Ombudsman's website and pay calculator: Pay and Conditions Tool (PACT) at <https://calculate.fairwork.gov.au/>.

For any specific enquiries relating to Trainee or employee wages, the PGA recommends that employers contact the Fair Work Ombudsman directly for advice – telephone 13 13 94. In addition, feel free to contact the PGA Academy for general Trainee Program matters relating to the employment of a Trainee.

Note to WA employers: Trainees employed by a business that is not a constitutional corporation (i.e. a sole trader/partnership), are not covered automatically under the Federal system of award wages.

Further information and advice can be obtained by contacting Wageline on 1300 655 266 or <https://www.commerce.wa.gov.au/labour-relations/wageline>.

Note: Only those Trainees signed into an official Traineeship may be paid Trainee Wages (see Traineeships section for more information).

#### **4.8 TRAINEESHIPS (GOVERNMENT APPROVED TRAINEESHIP)**

The PGA Trainee Program encompasses both accredited and non accredited content for Trainees working towards Full Vocational Membership with the PGA of Australia. Embedded within each year of the program Trainees are enrolled and completing the following qualifications:

Year 1 – SIS30613 Certificate III in Sport Career Orientated Participation

Year 2 – BSB42518 Certificate IV in Small Business Management

Year 3 – SIS50512 Diploma of Sport Coaching

The Certificate III qualification delivered in year one (1) of the program is recognised by the Government as an official traineeship pathway, meaning Trainees **may be** eligible to be signed into a government “traineeship” and qualify to be paid trainee wages by their Employer.

Trainees and Employers need to speak with an Australian Apprenticeship Support Network provider to determine if the Trainee is eligible.

Eligibility for a Traineeship differs in each State, but generally requires students not to have completed the same or higher qualification as that being undertaken, or have completed training in the same area as that being undertaken. E.g. if a student has previously completed Certificate IV in Fitness, they will generally not be eligible to be signed into a Traineeship.

An Australian Apprenticeship Support Network centre (AASN) will be able to advise further on eligibility, Fair Work Australia can advise further on trainee Wages.

If there are any changes to your employment, you must notify the PGA Academy as they will notify the appropriate Australian Apprenticeship Support Network if required.

Additional information about can be found on [MyPGA – Employing a Trainee](#).

#### **4.9 PGA WORKPLACE TRAINING PROGRAM (WTP) – employer requirement only**

The Workplace Training Program (WTP) is designed to improve the knowledge of our indenturing PGA Members in relation to their important role in the training and education of future PGA Members. Completion of the WTP is a mandatory requirement in order to indenture a Trainee.

The WTP is a self-paced, fully online program using practical on-the-job assessment tasks which are directly relevant to the role of a Head Professional or Director of Golf who employs a Trainee. The program has been designed to support the particular requirements of PGA Members who employ Trainees. Completion of the WTP will be appropriately recognised and recorded within the PGA ACE Program.

The WTP consists of three training modules and one assessment module containing the following areas:

- Employer requirements and obligations
- The PGA Trainee program
- Workplace training skills and strategies
- Assessment skills and strategies
- Mentoring

The information is presented in a simple to understand manner with interactive content, relevant links, videos and quizzes via the PGA's own e-learning platform, The Fairway. By completing these training modules, the Member's training and assessment skills will be developed which will allow them to improve themselves as a Member in addition to offering an improved experience for the Trainee Member.

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## **5. FEES**

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Course enrolment fees and education fees are prescribed annually by the Board of PGA Australia. All Trainees are required to pay a yearly Education Fee as determined by the Board.

### **5.1 PAYMENT**

Students are required to pay their first instalment by 15 January each year.

There are two payment options currently available:

#### Debit Success

Debit Success provides Trainees with the opportunity to pay annual education fees in monthly instalments. The PGA Accounts Department should be contacted for further details regarding registration for this option.

#### Payment in Full

Trainees may elect to pay their education fees in full using credit card or B-pay methods.

Provisional Members are required to pay their education fees in full; no instalment options are available.

Failure to maintain payment as per the agreed schedule will result in penalty which may include cancellation of the Trainee Employment Agreement, loss of playing rights, removal of State and National Invites and other penalties as may be determined by the Academy at that point in time.

## **5.2 FEE REFUNDS**

Trainees who withdraw from the Program may be eligible for a partial refund and a Request for Fee Refund form will need to be submitted via the Fairway. Trainees who withdraw from the Trainee Program who have monies outstanding will not be permitted to apply for future inclusion in the Program until all outstanding amounts are paid in full. The components of the fees which are allocated for enrolment payment, text book provision, insurances and registration with the PGA are non-refundable. The portion of the fees allocated to subject fees will be refunded on a pro-rata amount as determined by the commencement to withdrawal/exit date in the Program.

**No fees will be refunded should the Trainee withdraw from the Program after 1 July of the Academic Year.**

As per PGA Membership Regulations, Trainees who are exited from the Program are not eligible for a Fee Refund.

Fee refunds and re-allocations for Trainees who defer will be issued on a case by case basis.

The PGA guarantees fees paid in advance, as it does entry fees, prize moneys, sponsorship monies etc. paid in advance for other aspects of its entire operation.

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## 6. TRAINING AND ASSESSMENTS

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Trainees will undertake a range of training and assessments, both Accredited and Non-Accredited.

Accredited Training is directly linked to the completion of a nationally recognised qualification and the associated units of competency that are required in order to be issued associated Certificate or Diploma.

Non-accredited training does not carry national recognition, but will give you further skills in your path towards becoming a PGA Professional and are requirements of PGA Membership

At the beginning of each year Trainees are issued a Summary of Training and Assessments which specifies all training and assessments required throughout the year, clearly outlining those that are the accredited vs non-accredited assessments.

Regardless of the assessment type (accredited vs non accredited) the PGA Academy treat all assessment submissions with equal importance.

Assessments are the major way of assessing the progress of a Trainee throughout their time in the Program. All assessment information will be provided via The Fairway and may assess both underpinning knowledge and skills competency.

Assessments may be in the form of online quizzes, surveys or training tasks, practical case studies, log books, observation manuals, software analysis of performance or similar.

All tasks will clearly note whether they are units of competency relating to the qualification that is being undertaken. It may be the case that some assessments may cover several areas, whereas others may assess only part of a competency.

To assist Trainees in the presentation of work and understanding of it, their Employer should spend time with the Trainee assisting with training and the requirements of the assessment. This will provide the Trainee with an opportunity to make sure the assessment is of highest quality. Remember, Employers and Mentors are there to assist Trainees, and should be the primary contacts.

All feedback on assessments is provided to Trainees via the The Fairway

### 6.1 THE FAIRWAY

The Fairway is the PGA of Australia's official e-learning website. As an online education tool, The Fairway is tailored to deliver interactive learning experiences to all users. The Fairway is the primary delivery method for the PGA's training and assessment. The Fairway is also utilised as a communication tool by the PGA and use of the discussion forums by Trainees is encouraged for successful completion of training requirements.

The Fairway is simple to use, 100% online and users can interact with The Fairway from any computer in the world, 24 hours a day, 7 days a week, 365 days a year. The Fairway is not available offline. Assessments are not accepted if submitted via email, post or any method other than via The Fairway.

All users of The Fairway must ensure the technical requirements for accessing The Fairway are met and continue to be met. It is the user's responsibility to verify hardware and software requirements prior to accessing The Fairway. Failure to check these settings may result in significant issues when attempting to submit an assessment via The Fairway.

All communication regarding the PGA's e-learning content is delivered via The Fairway. It is the user's responsibility to read all correspondence within The Fairway and act within prescribed timeframes upon the instructions provided.

Trainees will be provided with a training session on the functionality of the Fairway via the compulsory Webinar hosted at the commencement of their first year in the Program

All instructions for submission and assessment are provided within The Fairway activities. It is the user's responsibility to read instructions carefully before commencing each task. The PGA recommends users access each assessment requirement as soon as they are made available, to ensure they are commenced within appropriate timeframes.

Users are strongly encouraged to ensure that they are fully familiar with all information contained within the following documents available on and relating to The Fairway (located in the Helpdesk section):

- The Fairway – User Checklist
- The Fairway – User Guide
- The Fairway – Support Request

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## **7. PRACTICAL OBSERVATION REQUIREMENTS**

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Trainees have a number of practical requirements across various industry specific skill sets throughout each stage of training. These tasks are completed under the observation and review of Employers and Mentors during the Trainee Program.

The completion of these areas and the associated practical assessments and log book requirements form a significant component of the Trainee Program. Whilst the PGA provides training and education in the areas of coaching, club repair and club fitting the main course of learning in each of these areas is via their workplace and more specifically from their Employer.

In practical assessments, Trainees will be assessed on their ability to perform nominated practical tasks in line with industry best practice. The assessments are designed taking into account the year level and level of competence. Therefore, the expectation of the quality of lesson for a Year Three (3) at the end of the year will far exceed expectation on a Year Two (2) undertaking their first lesson evaluation.

All practical observation assessments are completed by the Employer and Mentor via MyPGA. Trainees will have access to the assessment template prior to their observation so they are aware of the competencies they are required to demonstrate on the day. Trainees are required to review and discuss the assessment requirements with their Employers prior to the observation task being performed, to ensure adequate preparedness for the practical assessment.

Trainees should be advised by their Employer/Mentor if their observation was Satisfactorily/Unsatisfactorily performed and feedback provided prior to the Employer/Mentor submitting the Observation form to the Academy for assessment. Should a Trainee fail to meet the minimum standard in an evaluation, they will be required to arrange a time, within fourteen (14) days, to re-sit the practical observation task. For Coaching observations, teaching rights will be suspended until such time as the Trainee has successfully completed the practical teaching evaluation.

A Trainee will be graded on a Satisfactory/Not Yet Satisfactory basis in all Practical Observation tasks – no numerical grade will be allocated.

It is essential that prior to coaching you review all current PGA policies in regard to Public Liability Insurance. Refer to MyPGA for further details.

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## 8. FAILURE TO SUBMIT OR LATE SUBMISSIONS

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The PGA has a zero tolerance towards Trainees failing to submit an assessment task by the nominated due dates.

Any submissions which are failed to be submitted by the assessment due date, without an approved assessment extension in place will be allocated a “Zero Grade”.

Late submissions will still be accepted and marked for competency with feedback provided to the Trainee on their submission; but a grade of 0% will be allocated for the submission counting towards their score for the overall subject area. **Late submissions may affect your overall success in passing the subject area.**

Whilst the Academy will accept late submissions for competency, Trainees who fail to submit a whole or part of an assessment task which remains outstanding by the close of submissions deadline will automatically be allocated a fail grade for the associated subject area and be required to repeat that subject area in the next academic calendar year.

Trainees who fail to submit tasks within the designated timeframes risk being ineligible for privileges such as Trainee Playing Invites (see Membership Regulations for more details) and may be referred to the State Division for a review of their lack of progress in the program.

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## 9. EXTENSIONS

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Extensions will only be granted under exceptional circumstances. Should a Trainee require an extension, they should complete and submit the “Assessment Extension Application Form” - available on The Fairway. The request must be submitted no later than seven (7) days before the advertised due date.

No extensions will be granted in the week prior to the due date of an assessment item, except in extreme circumstances. Relevant documentation must be included with all applications for extensions, i.e. Doctor's Certificates and Statutory Declarations.

The Academy will notify the Trainee and their Employer of the result of the extension request within 5 days of the form being received.

Extension requested to undertake additional playing opportunities will not be considered.

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## 10. GRADING & MARKING OF ASSESSMENTS

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### 10.1 COMPETENCY BASED ASSESSMENT

The PGA as a Registered Training Organisation (RTO) undertakes competency based assessment of Trainees for the issuing of the qualification being undertaken.

Competency based assessment is assessment that is based on skills and knowledge that the Trainee has acquired. The assessment of competency involves two (2) broad areas of assessment, the assessment of required knowledge and demonstrated competency in the skills in the allocated unit of the Sport Training Package.

It is a requirement that the Trainee must have obtained a minimum pass grade in an identified subject area (comprising a combination of assessment tasks which assess the underpinning knowledge), prior to them being permitted to present for the competency based assessment for specified units as outlined in the Sports training package.

### 10.2 ASSESSMENT GRADING

In addition to Competency Based Assessment, there are several ways in which the Academy will assess the progress of a Trainee throughout their time in the Program in the area of underpinning knowledge. These will include examinations, online assessments, written assignments and practical work.

At the beginning of each year you will be notified (via the Summary of Training and Assessments) of the assessment weighting for each component of work in the Subject Area.

Competency based assessment a requirement of the PGA as an RTO resulting in one of two (2) grades:

- Competent (C)
- Not Yet Competent (NYC)

In addition, as a means of feedback to Trainees on the level of performance achieved, where practical a grade will be allocated to some assessment tasks for internal purposes and to assist in awarding the Titleist-Footjoy Trainee Scholarships (more detail provided below).

Trainees should note that submissions that meet the minimum requirements for competency are allocated a grade of 60% with additional marks provided to Trainees who provide exceptional submissions.

Grades are allocated as follows:

90-100%	<b>HD</b>	High Distinction
80-89%	<b>D</b>	Distinction
70-79%	<b>C</b>	Credit
60-69%	<b>P</b>	Pass
*0-59%	<b>F</b>	Fail
0	<b>Late Submission</b>	

\*(Resubmission or completion of further assessment may be required in order to achieve a Pass)

Each of the core academic subject areas; Coaching, Game Development, Management and Small Business are composed of various compulsory assessment items. The grade awarded for any one of those items does not directly translate to the final grade in that subject for the year.

It should be noted that the academic transcript supplied to Trainees at the completion of each enrolment period., will not indicate any grade level other than C or NYC for each competency the trainee presents for. This is consistent with the need for integrated assessment requirements outlined in the Sport Training Package

If a Trainee submits an assessment that is deemed NYC, they will be given an opportunity, to resubmit this assessment task to bring their assessment item to a satisfactory level of competency. All resubmissions will be required to be submitted within **fourteen (14) days** of the resubmission being requested by the assessor.

### 10.3 PGA ASSESSORS

The PGA Academy engages assessors with Certificate IV Training and Assessment qualifications. These staff create and develop all assessment tasks, and the sequencing of these tasks as part of the course offered for the award of qualifications being undertaken.

Assessment will be undertaken by these qualified staff.

Subject specialists may be used from time to time to assist with specific assessments. The Certified Assessor will work with these specialists and oversee the formation of, and undertaking of, assessment tasks. At all times these staff will ensure the method of gathering evidence, and its application to the pre-determined criteria is consistent across specialist assessors.

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## 11.ACADEMIC UPDATES

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The Academy will provide continual updates for non-submission of assessments to both the Trainee and Employer. Trainees are required to address the non-submission of an assessment within two (2) weeks.

Trainees failing to submit an assessment item by the nominated due date who do not have a valid extension in place will be issued a zero grade for their assessment item. Trainee must submit all assessment tasks for competency grading to be eligible to progress within the program. Any non-submissions at the time of final results will result in an automatic failure of the subject area.

Academic updates will be provided to Trainees and Employers outlining the Trainees progress in April, June and September each year.

Trainees who are not satisfactorily meeting the academic requirements of the program will be requested to meet with the State Division to discuss their progress in the Trainee Program. Any Trainee not successfully meeting the Academic requirements may be exited from the program at any time.

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## **12. RECOGNITION OF PRIOR LEARNING and CREDIT TRANSFER**

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Recognition of Prior Learning (RPL) is an assessment process which acknowledges skills and knowledge obtained through formal education and training systems and also through work and life experience.

The process recognises prior knowledge and experience and measures it against a qualification or the units of competency that comprise a qualification. In order to be deemed competent in a unit of competency, a student must demonstrate their ability to meet the required standard as specified in the performance criteria.

The PGA offers RPL to all prospective Trainee Members upon enrolment via The Fairway. Further information regarding RPL will be discussed at the first Training (Induction) School.

The PGA recognises certifications issued by other RTO's in Australia known as 'National Recognition.' National Recognition allows applicants to receive recognition for one or more units of competency or indeed whole qualifications.

Credit transfer is when a student applies for a credit for a unit they have previously completed elsewhere. Credit transfers are only issued if the unit is an exact match. When applying for a credit transfer, the applicant must attach a certified copy of the previous qualification, including a transcript of the course which sites the exact unit they are applying for.

Applying for RLP or CT will not reduce the overall duration in the Trainee Program but rather the work load within it.

The Academy endeavour to process RPL and Credit Transfer applications within fourteen (14) days of a request being lodged via The Fairway.

Trainees who are successful in receiving either RPL or Credit Transfer will become ineligible for the Titleist-Footjoy Excellence in Education Award (see section 7.7)

**For additional information refer to the RPL & CT Information located on The Fairway under TP Resources.**

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## **13. TRAINING SCHOOLS**

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Training Schools are held twice (2) a year for Trainees in each of the first two (2) stages of training. Stage One (1) and Stage Two (2) Schools are held at Divisional level, Stage Three (3) is held as a National School. Stage One (1) and Stage (2) SA, TAS and VIC Division Trainees will come together to a Victorian based school.

The purpose of the Schools is to give the face to face component of the theory section of the course and to conduct Trainee assessment. Lectures and workshops will be in all subject areas; Coaching, Game Development, Management and Small Business.

All Trainees are required to attend the Training Schools and all sessions during the week, there are no exceptions to this.

Accommodation and travel at the Stage One (1) and Stage Two (2) Training Schools for interstate and rural Trainees are the responsibility of the individual Trainee.

The National Stage Three (3) School is a residential school. All Trainees are expected to be in attendance at all theory and additional sessions. Travel to the school and accommodation at the school will be arranged by the Academy and costs associated with the National School are covered by the Academy.

Stage Three (3) Trainees are required to complete an online assessment directly based on the information learnt at National School in the days following National School, the grades from this assessment will count towards their final grade in each Subject Area.

Notification of the times and venues for the Schools will be posted at least four (4) weeks prior to the Schools. As with all official PGA Academy events and functions, the code of conduct relating to Trainee expectations applies. This extends to both attendance and dress codes.

Additional to these Training Schools, individual training sessions may be scheduled, normally taking place in conjunction with Monday matches, and held after specific events. Examinations assessing underpinning knowledge may take place at any time throughout the year as nominated by the Academy with sufficient notice.

The Trainee shall be granted time off to attend Training Schools, seminars, examinations and other compulsory meetings as notified by the Academy, **without the loss of pay or annual leave entitlements**, as per their standard weekly roster.

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## 14. EXAMINATIONS

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Examinations form part of the assessment process for assessing underpinning knowledge of a predetermined area of study. Advanced notice of examination times and venues is made at least five (5) weeks prior. Attendance at all examinations is compulsory.

Annual (end of year) examinations are scheduled for all Trainees, they are held locally in each Division and are supervised by the Division. Trainees in outlying areas are permitted to apply directly to the Academy for special provisions whereby they may be granted allowance to complete exams at a venue suitable to the Academy, with a supervisor as approved by the Academy. Only Trainees located a distance greater than 300 kilometres from the site of the examination may apply for this provision. To apply, Trainees must complete the Distance Exam Application Form via The Fairway.

Trainees are not permitted to apply for alternative examination dates due to vacation or work commitments. All employers are required to give Trainees the necessary time off to complete examinations.

Should a Trainee experience accident, illness or misadventure prior to the examinations which would affect the Trainees' ability to complete examinations, they are to complete a "Special Consideration" Form which can be found on The Fairway and lodge it with the Academy within seven (7) days of the date of the incident. This form is to have Medical Certificates, Statutory Declarations, and any other documentation to support and validate your case. The Academy will then assess each application on a case by case basis, and advise the Trainee of the outcome of the application.

Trainees are permitted to request to sit their exams in an alternative state by completing a Special Consideration form via the Fairway by the nominated due date.

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## 15. PERFORMANCE REVIEWS

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At two (2) designated periods each year Employers are required to undertake Performance Reviews of their Trainees. The review acts as both feedback to the Trainee and to the Academy and Divisional Office. This review covers all areas of the work place performance of the Trainee.

Workplace Performance Reviews are an online form accessible to employers via MyPGA. They are located on the Education section under Trainee Program.

Trainees who record low/poor performance reviews will be required to have a performance management plan put in place and carried out by their employer in conjunction with their State Division.

Performance management plans will be required to be submitted by Employers upon request.

Trainees will not be able to progress to the next Stage of the Trainee Program unless the Workplace Performance Reviews have been completed by the Employer.

\*Trainees signed into official Traineeships; the end of year performance review will act as official sign off that the employer agrees that the Trainee has completed all training, both on and off the job, and that the Trainee is competent as per the Training Plan.

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## 16. MENTORS

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A Mentor is a Full Member (Vocational) who is not the indenturing Employer, but who acts as an adviser to the Trainee. On numerous occasions work issues inhibit the ability of the Trainee to seek assistance or advice from the Employer regarding aspects of the Program. The Mentor therefore acts as an adviser, intermediary and assistant to the Trainee throughout their Traineeship.

The Mentor will be allocated to the Trainee from a panel of Mentors appointed under direction of the PGA Training Manager each year. Where possible a Trainee would have the same Mentor for the duration of their Traineeship. This will ensure consistency across their time in the Program.

Trainees who have concerns with the Mentor allocated to them may apply (to PGA Academy) for re-allocation to another Mentor on the panel. Changes are by no means guaranteed and the Academy seeks to utilise experienced and knowledgeable Members in these roles. The Academy sees that by having appointed Mentors, their level of knowledge about the Program and issues which arise from time to time will be greater than through the use of Trainee self-appointed Mentors whom maybe outside of the PGA. Additionally, the network opportunities available through use of PGA Members in such a manner will be of assistance to the Trainee into the future.

It would not be uncommon for Trainees to have additional Mentors who are self-appointed. The Academy would encourage Trainees to develop these relationships, but does not officially recognise them in regard to practical assessments.

The Mentor initiative is aimed at ensuring the Trainees have a strong team to assist them in being successful in the Program and into the future. The Employer will always remain the foremost person in the Training Program, and should be the first port of call. However, with more Employers moving into specialist areas of operation, these other people will further assist in the Trainees development. Surrounding the Trainee with successful people will help ensure their success.

Whilst all efforts are made to ensure accessibility of Mentors, it is not uncommon for Trainees based in more regional areas to have to travel up to 90 minutes or more to reach their Mentor.

In addition to mentoring the Trainee, Mentors are also required to observe specific practical tasks throughout a Trainees time in the Trainee Program. Once the Trainee has been observed, the Mentor is required to complete an online Practical Observation form for the specific task and lodge the form with the Academy who will then assess the observation, in combination with any other required tasks for that assessment. These forms are located on MyPGA under Education-Trainee Program.

See the **Practical Observation** section for further information.

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## 17. PLAYING REQUIREMENTS

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The playing aspect of the Traineeship is a central component of the program. Trainees are required to meet the PGA Playing Standard as follows:

**Males Trainees:** *Minimum of 30 Academy Approved rounds, achieving an adjusted average of 4.75 over par or better*

**Female Trainees:** *Minimum of 30 Academy Approved rounds, achieving an adjusted average of 6.75 over par or better*

Once meeting the PGA Playing Standard Trainees must compete in a minimum of 20 Academy Approved rounds in each designated playing period for each year they remain in the program.

Trainees can view all the Academy approved rounds they are eligible to enter via their MyTournaments system. It is the Trainees responsibility to ensure they are familiar with the PGA Membership Regulations and the policies and procedures pertaining to entering, withdrawing and playing in PGA sanctioned events to ensure they avoid being in breach of any regulations.

**Please Note – If a Trainee commenced in the program under an alternative playing standard they will remain subject to this requirement unless they are exited from the program – upon re-entry they will be subject to the revised requirement.**

Should a Trainee not successfully meet the PGA Playing Standard, they will have the chance to reattempt the Playing Standard at the next available opportunity.

### 17.1 ADJUSTED AVERAGE SYSTEM

The adjusted average system is used to give a clear indication of a Trainees playing standard. All rounds are against the par of the course. The adjusted average system takes into account varying weather and course conditions as well as a Trainee's abnormal playing performance on any given day.

The adjusted average system operates by eliminating out the Trainees worst 20% of rounds from their total played before an average is calculated. For example, at the end of thirty (30) rounds the worst six (6) are deleted and an average for the remaining twenty-four (24) rounds is calculated. Only Academy approved rounds may be applied toward the adjusted average. Academy approved rounds include PGA sanctioned Tour events, Pro-Ams (Inc. Non-Order of Merit events). The only exceptions to this policy are match-play events or Pre-Qualifying events.

Once thirty (30) rounds have been completed, should the Trainee have met the required average, they will be deemed to have passed the playing component for the year, although official results are not advised until the end of the year.

### 17.2 INJURY

Any Trainee who has an injury which would prevent him or her from playing is to notify the Academy by completing the 'Trainee Notification of Injury Form' with a doctor's certificate outlining the extent of the injury and the expected time out of playing, this form is located on The Fairway.

Injury extensions also extend for those who are unable to compete for mental health reasons. Any trainee looking to get a playing extension due to mental health reasons must follow the same procedure and submit a 'Trainee Notification of Injury Form' via The Fairway with a doctor's certificate outlining the extent of the mental health concerns.

At the end of the playing year the PGA Academy will then consider an extension for the Trainee if they have been unable to complete the minimum required number of rounds due to this injury.

Trainees are advised to ensure that they are fit to return to play following injury or illness as matches will not be removed retrospectively i.e. if a Trainee completes a round it will remain in all adjusted average calculations.

Should a Trainee become injured during a round be unable to complete that round due to injury or illness, they must immediately advise the Tournament Director of his/her reasons for withdrawal and provide a Medical Certificate to the Divisional office within fourteen (14) days of the withdrawal or a breach will be issued and 25 over par recorded as their score of the round.

Additional information in regard to the injury process can be viewed via the Injury Notification and Extension Procedure which can be requested directly from the Academy at any time.

### **17.3 PLAYING STATEMENTS**

Playing Statements are the Trainee's record of matches from which to check playing progression as issued by the Academy. These statements are issued each quarter and should be checked thoroughly. Should a discrepancy exist the Trainee should contact the Academy immediately. Should a Trainee require information on their playing progression between these quarterly updates they may submit a "Request for Adjusted Average" to the Academy via the Fairway.

Trainees will not be issued with any details of their playing progression verbally or via email request.

### **17.4 COMPULSORY MATCHES**

Throughout the year the Academy or a Trainees Division will require a Trainee to play in specified matches. These are compulsory and as such failure to attend will be viewed as a breach and disciplinary action by the Divisional Office will be considered. In addition to these matches, the Trainees own Divisional Championships are compulsory. There are no exceptions to this - holiday and work commitments are not to be scheduled for this time.

Time off for these events will come out of the Trainee's annual leave entitlements.

### **17.5 NATIONAL TRAINEE TOURNAMENTS**

Each year the Academy runs two (2) National Tournaments- Rich River Trainee Classic (first week of February) and National Futures Championship (late October), whilst entry in to these tournaments is not compulsory Employers must permit their Trainee time off to attend these events should they wish to compete with the time off being taken out of their annual leave entitlements.

Exemption categories for Trainees can be found on the [2019 Trainee Tournament Exemption Categories](#) on MyPGA.

### **17.6 TRAINEE INVITES**

Playing invites are issued to Trainees who meet the specified requirements twice a year; December for the playing period January – June and in July for the playing period July – December.

To be considered for a "Trainee Playing Invite" which entitles a Trainee Member to play in PGA Tour Tournaments (Tier 1) and (Tier 2) Tournaments, including prequalifying and Pro-Am Tournaments, the Trainee Member must:

- (a) *have met the PGA Playing Standard previously or have current adjusted playing average of 4.75 (males) or 6.75 (females) over par or better for all approved rounds played at the time of calculation\**
- (b) *have not received a breach of the PGA Regulations during the calculation period;*
- (c) *have successfully completed all components of the program within the Trainee Playing Invite calculation period at the time of issue of the invite. This determination will be at the sole discretion of the Academy*

\*Trainees who have not previously met the PGA Playing Standard must have completed a minimum of 15 rounds by June 30 in addition to the criteria above to be eligible for a Trainee Invite

Both male and female Trainees are eligible to hold and utilise a Trainee Invite. Any Trainees who fall behind in their Academic work or sustain a breach may have their Trainee Invite cancelled at the discretion of the Academy.

Trainees who do not hold a current Trainee Playing Invite are only eligible to play in Trainee Matches.

See the PGA Membership Regulations for further information.

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## 18. TITLEIST-FOOTJOY EXCELLENCE IN EDUCATION AND PERFORMANCE AWARDS

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The PGA Trainee Program is sponsored by Acushnet, the company behind Titleist and Footjoy.

### Excellence in Education Award

Acushnet provide academic scholarships to the top three (3) performing students in each Year level (Year 1, 2 & 3), calculated on their overall grades for assessments and exams.

Scholarships are provided in the form of offsets to Trainee Program fees.

Year 1 & 2:

- 1st place receives a scholarship for the full amount of Trainee Program fees for the following year.
- 2nd place receives a scholarship for 2/3 of Trainee Program fees for the following year.
- 3rd place receives a scholarship for 1/3 of Trainee Program fees for the following year.

Year 3:

Recipients are reimbursed for the purchases of goods or services which are specific to their chosen career or field within the golf industry.

- 1st place receives a scholarship equal to the value of the full amount of the Year 3 Trainee Program fees, towards further education
- 2nd place receives a scholarship equal to the value of 2/3 of the Year 3 Trainee Program fees, towards further education.
- 3rd place receives a scholarship equal to the value of 1/3 of the Year 3 Trainee Program fees, towards further education.

Please note: Trainees who are successful in receiving either RPL or Credit Transfer will become ineligible for the Titleist- Footjoy Excellence in Education Award

All recipients are reviewed by the PGA Academy, any Trainee who has received a breach or any misconduct may not be eligible for Scholarships.

Whilst a Trainee's playing results are not taken into consideration for the calculation of the Titleist-Footjoy Excellence in Education Award a Trainee must complete the minimum amount of rounds as required by the PGA Playing Standard, or hold a valid injury extension to be eligible for the award.

### Performance Ranking Awards

Acushnet provided incentives for Trainees displaying excellence in area of playing. Each year the top 50 players are calculated based on their Adjusted Average at the time of last submitted cards are rewarded.

All Trainees (with the exception of those reasons listed above) are eligible to receive both the Titleist- Footjoy Excellence in Education and Performance Awards

All recipients are reviewed by the PGA Academy, any Trainee who has received a breach or any misconduct may not be eligible for Scholarships.

Trainees must have played in a minimum of Academy Approved rounds as per the PGA Playing Standard to be eligible for the Performance Ranking Award.

Updates are published in the PGA Magazine "The Professional" quarterly with the final results published in the January edition the following year.

For further information see the ***Titleist-Footjoy Excellence in Education and Performance Awards Policy*** located on MYPGA.

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## 19. PROGRESSION

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At the completion of each enrolment period, the Trainee will receive a final End-of-Year results letter outlining their progress in the relevant Academic, Playing and Workplace requirements.

As dictated by the PGA Membership Regulations, any Trainee failing to obtain a minimum final pass grade of 60% for the overall subject areas will be required to repeat the full subject area the following year. Trainees will not be permitted to progress to next stage of academics until all the assessment requirements have been fulfilled for the current stage of academics

A Trainee who fails a repeat academic component (i.e. two (2) consecutive years) will exit the Program for a minimum of twelve (12) months, and may apply for re-entry into the Program.

A full playing record may be required to accompany an application for re-entry into the Program. Re-entry is not automatic and is at the discretion of the relevant Divisional Committee in consultation with PGA Academy.

(Refer to the progression regulations in the Membership Regulations via MyPGA)

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## 20. ACADEMIC APPEALS

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The PGA seeks to minimise academic appeals by ensuring that Trainees clearly understand the individual assessment process, as well as the four principles of assessment (validity, reliability, flexibility and fairness) that override all assessments conducted by the PGA. Staff are expected to be fair, courteous and helpful in all dealings with Members. All academic appeals will be taken seriously, investigated thoroughly and dealt with in a timely and appropriate manner according to the merit of the appeal.

A Trainee Member may lodge an academic appeal to the PGA Academy in respect to, although not limited to, the following academic decisions:

- Assessment grade
- Exclusion due to unsatisfactory academic progress
- Penalty for academic or professional misconduct
- Eligibility to graduate

In the event of an academic appeal, the Trainee Member initiating the appeal should contact the Academy within seven (7) days following the posting of results.

A formal appeal must be received in writing within the following timeframes to be considered:

- 14 days for appeal of individual assessment results
- 28 days for appeal of end of year results

The Academy has a detailed appeals process in place. The purpose of such a process ensures that the Academy operation is transparent and affords all Trainee Members in the Program access and equity.

Within seven (7) days of the appeal being received, it will be reviewed by the National Training and Education Manager and if necessary presented to the Vocational Members Council for decision.

Appeals lodged after the timeframes indicated above will not be considered.

Appeals forms are located on the Fairway under TP resources.

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## 21. ISSUING OF QUALIFICATIONS

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In order to be issued a full Certificate or Diploma qualification at the end of the enrolment period the Trainees must have completed each Unit of Competency within the qualification to a satisfactory standard. If a Unit of Competency is not completed, then a Statement of Attainment will be issued. Qualifications are issued in accordance with the Standards for RTO's.

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## 22. CREDENTIALS OFFERED UPON GRADUATION

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The Academy offers credentialing by two (2) separate organisations for graduates from the Program:

- Australian Qualifications Framework (Australian Skills Quality Authority)
- Sport Australia Golf Accreditation

In awarding these credentials the PGA Academy operates in accordance with the statutory requirements of both organisations.

The PGA Academy currently operates as a Registered Training Organisation (RTO). This means that the manner of operation of the Academy, the course work offered and the assessment undertaken by all Trainees has been approved by the State accrediting body as it complies with the statutory regulations outlined in the Sport Fitness and Recreation Training Package (SFRT), for the awarding of SIS30613 Certificate III Career Oriented Participation, BSB42515 Certificate IV in Small Business Management and SIS50512 Diploma of Sport Coaching. The PGA Academy is authorised to award these credentials to persons who have met competency based assessment criteria as outlined in the Training Package.

It would be assumed that most Trainees will complete the following:

- SIS30613 - Certificate III in Sport Career Oriented Participation in the first year
- BSB42518 - Certificate IV in Small Business Management in the second year
- SIS50512 - Diploma of Sport Coaching in the third year

The PGA is also recognised to offer Professional Golf Coach Accreditation to graduates from the Program. This accreditation is recognised by Sport Australia and is the highest coaching qualification recognised in golf. This credential registers graduates (now Full Members) with Professional Golf Coach Accreditation for a period of four (4) years. During this time Members are required to reach a minimum standard of credits through the PGA Accreditation and Continuing Education (ACE) Program in order to be re-registered as a Professional Golf Coach.

Throughout the program Trainee complete a number of industry related qualifications including:

- TrackMan Level 1 Professional
- TrackMan Level 2 Professional
- Working with Children Check
- First Aid Certification
- Level 1 Rules Accreditation (R & A)
- MyGolf Club and MyGolf Schools Community Golf Instructor Accreditation
- ASADA Level 1

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## 23. CODE OF ETHICS

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Trainee Members of the PGA of Australia are bound to the PGA Membership Regulations and Code of Conduct and Disciplinary Procedures as applied to all Members of the Association. It is important that Trainees make themselves aware of all such obligations that are required of them as Golf Professionals. Trainees are encouraged to read this section in conjunction with the Membership Regulations Handbook. Trainees' obligations extend from etiquette, dress and behaviour on course during events to professional demeanour at all PGA functions and in the work place. At all times Trainees are representatives of the PGA and their actions should and will reflect this.

Fines and suspension are issued to Members and Trainee Members who do not adhere to these requirements. The Association is very proud of its image in the community and seeks to ensure that the good standing all Members have worked to achieve over many years is continued. Unethical behaviour will not be accepted.

*As a guide Trainees are advised to:*

- *Be appropriately dressed at work and on course*
- *Refrain from bad language and exhibitions of temper on course*
- *Contact the host professional at a course before playing. Access to courses is a privilege afforded to PGA Members and Trainee Members, it is not a right. Be sure to introduce yourself to him or her upon arrival*
- *Spend time with playing partners after Pro-Ams (minimum of thirty (30) minutes)*
- *Ensure that their actions are in no way likely to bring discredit onto the Association or Members*
- *Non-adherence of the Member Regulations will result in a Trainee or Member being breached. Trainees who are breached not only receive the fine imposed by the issuing officer or Divisional Committee, but also are ineligible for any awards offered by the Academy or Division and are unable to enter the National Futures Championship*
- *The PGA Membership Regulations and Code of Conduct and Disciplinary Procedures extend to all PGA schools, tournaments and functions*

The PGA Membership Regulations which govern the Association are there for the protection of the Association and its Members. To ensure a professional image is maintained it is vital that all Members and Trainees are in adherence to them and supportive of them. Please be sure to ask a Member or member of staff should you ever be in any doubt.

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## **24. CODE OF PRACTICE**

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The PGA Academy will maintain high professional standards in the marketing and delivery of education and training services which protect the interests and welfare of the participant.

The PGA Academy will maintain a learning environment that is conducive to the success of participants. It will have the capacity to deliver the nominated Training Program(s), provide adequate facilities and use appropriate methods and standards.

### **24.1 MARKETING**

The PGA Academy will market Training Programs with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or Training Program.

### **24.2 RECRUITMENT**

Recruitment of PGA Academy participants will be conducted at all times in an ethical and responsible manner, and be consistent with the requirements of the curriculum.

The PGA Academy will ensure that selection decisions for entry into Training Programs comply with equal opportunity legislation. These decisions should be made by appropriately qualified staff and be based on the applicants' qualifications and likelihood of achieving the stated competency standards.

### **24.3 COMPLAINTS AND APPEALS**

The PGA seeks to prevent complaints by ensuring that Members are satisfied with the nominated Training Program and its outcomes and by fostering positive member-staff relations. PGA staff are expected to be fair, courteous and helpful in all dealings with Members. Any complaint, whether internal or external, about a staff member or a Program will be taken seriously, investigated thoroughly and dealt with in a timely and appropriate manner according to the nature of the complaint.

In the event of a complaint, the Member (wherever possible) is encouraged to resolve the issue/s in an informal manner. That is, attempt to reconcile with the Registered Training Organisation (RTO) or its representative. The Member is permitted to nominate a support person to accompany / assist them at any stage of the resolution process.

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## **25. LEGISLATION**

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The PGA Academy will meet all legislative requirements of all State Governments and the Federal Government. The following is a brief description of some important legislation that, as a student, you should be aware of:

### **25.1 WORK HEALTH AND SAFETY ACT 2011**

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

### **25.2 PRIVACY ACT 1988**

The Privacy Act 1988 makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit: <http://www.privacy.gov.au>.

### **25.3 COPYRIGHT ACT 1968**

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968 visit: <https://www.legislation.gov.au/Details/C2017C00180>

### **25.4 NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011**

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

### **25.5 ANTI-DISCRIMINATION ACT 1991**

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by QTS Education Solutions, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to: [http://www.legislation.qld.gov.au/Acts\\_SLs/Acts\\_SL\\_A.htm](http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_A.htm)

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## **26. STUDY METHODS - EFFECTIVE STUDY**

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Resources on effective study methods can be found on The Fairway- Located under the TP Resources Tab.

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## 27. APPENDICIES

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All appendices are true and correct at the time of publication, current copied of each policy can be obtained by contacting the Academy direct.

### 27.1 APPENDIX A – Trainee Wage FAQs

#### PGA Trainee Wages – Frequently Asked Questions

##### **Does the PGA publish Trainee wages guidance documents?**

*Yes, the PGA publishes wages guidance documents each year, based on information available within applicable awards. It is the responsibility of each Trainee employer to familiarise themselves with the information contained within the documents.*

##### **Do Trainees need to be employed under an award?**

*Yes, as indicated in the Trainee Wages Guidance documents, the vast majority of Trainees should be employed via an applicable employment award. Whilst there are exceptions (where a Year 3 Trainee may be considered award-free), for the protection of both Trainees and PGA Employers the PGA strongly recommends that employment awards are utilised.*

##### **What are the most common awards applicable to Trainees?**

*The most common awards that may be applicable for the employment of Trainees are the Amusement, Events and Recreation Award and the Registered and Licensed Clubs Award. In addition, in specific circumstances, other awards may be applicable; see MyPGA for a list of other possible awards.*

##### **Are all Trainees eligible for training wages?**

*No, as per question 5 below, employers of Trainees are required to determine if their Trainee is eligible for Training wages.*

##### **How do I determine if my Trainee is eligible for Training wages?**

*A PGA Trainee's eligibility to be officially signed into a government approved Traineeship with access to Training wages varies from State to State. Generally, if a Trainee has completed the same or higher qualification or a qualification from the same area (Sport) they may not be eligible for an official State Traineeship and Training wages.*

*Example - a Trainee who has completed a Certificate III in Personal Training cannot be signed into a State Government Traineeship due to the level and area of the qualification and therefore cannot be paid Trainee wages.*

*If you have specific questions relating to a Trainee's eligibility for Training wage due to current qualifications held, please contact the PGA's representative at Apprenticeship Support Australia (ASA), Sarah Hyndman via [shyndman@vecci.org.au](mailto:shyndman@vecci.org.au)*

*In addition, employees who are employed prior to commencing the Trainee Program (official Traineeship) may not be eligible for training wages due to length of employment, position and/or current wage.*

*If you have specific questions relating to a current employee undertaking a Traineeship and eligibility for training wage, please contact the Fair Work Ombudsman – 13 13 94.*

##### **Do penalty rates and overtime apply to Trainees?**

*Yes, each award outlines specific provisions relating to penalty rates, overtime and public holiday rates. It is strongly recommended that Trainee employers familiarise themselves with the applicable provisions within each award.*

## **When do I contact an Australian Apprenticeship Support Network provider?**

*Prior to employing a Trainee, employers are encouraged to speak to an Australian Apprenticeship Support Network provider regarding Training wages eligibility and incentive criteria.*

*The PGA will organise an Australian Apprenticeship Support Network provider to contact the employer and visit the workplace within one month of notification of employment being established to complete relevant paperwork.*

## **Where can I find an appropriate wage calculator to determine a Trainee's weekly wage?**

*The Australian Government's Fair Work Ombudsman's website provides a comprehensive Pay and Conditions Tools (PACT) that provides employers with the opportunity to make accurate calculations of weekly pay rates and other employment factors. The PGA recommends that PGA employers utilise the tool as required. [Click here](#) to be taken to the PACT website.*

## **What paperwork and agreements are required in the employment of a Trainee?**

*There are various forms that employers must complete when employing a PGA Trainee:*

- a) Trainee-Employer Agreement; Employers and Trainees must complete and sign this form and return it to the PGA for approval. The form indicates that all parties acknowledge their role in the employment and training of each Trainee.*
- b) Employment Contract with Trainee; All employers should put in place an employment contract with their Trainee outlining all employment conditions such as applicable award wage, grade, probation period, minimum wages, hours, superannuation and leave. A template employment contract is available in the PGA Employer Information Kit.*
- c) Position Description - All employers should put in place a Position Description with their Trainee, outlining the major duties, responsibilities and supervisory relationships of the position. A template Position Description is available in the PGA Employer Information Kit.*
- d) Training Contract - Is a formal Training Agreement between an employer and the Trainee which is completed with an Australian Apprenticeship Support Network representative and approved by the State Training Authority. (only official Trainees).*
- e) Training Plan – An agreement between the PGA, Employer and Trainee of the training to be undertaken in that year. Signed by all parties and lodged with the PGA. (only official Trainees)*

## **What should I pay a PGA Bridging or Professional Year (PY) Trainee?**

*There are wages guidance documents available for both Bridging Program Trainees and Professional Year (PY) Trainees. It is important to note that Bridging Trainees and PY Trainees cannot be paid Trainee wages and must be paid as per an applicable award.*

## 27.2 APPENDIX B – POLICIES

### a) Policy for Indentured Employment of a Trainee Member

This policy outlines the criteria and conditions under which a PGA Trainee Member may be employed/indentured by a Full Member (Vocational) of the PGA for the purposes of completion of the workplace component of the PGA Trainee Program. The full policy can be found here:

[Policy for Indentured Employment of a Trainee Member- Available via MyPGA](#)

### b) Policy for Coaching by Trainee Members

This policy outlines the scenarios and conditions under which a Trainee Program Member is permitted to coach the sport of golf. The full policy can be found here:

[Policy for Coaching by Trainee Members – Available via MyPGA](#)

### c) Policy for Completion of the PGA Playing Standard for Remote Trainees

The policy outlines the criteria under which a *Remote Trainee* is permitted to complete the PGA Playing Standard via modified conditions in relation to the number of Academy Approved Rounds in each Playing Stage. The full policy can be found here:

[Policy for Completion of the PGA Playing Standard for Remote Trainees – Available via MyPGA](#)

### d) Policy for Academic Misconduct

This policy outlines the PGA Academy's expectations of student conduct relating to the academic component of the Trainee Program. Trainees must undertake the academic component of the Trainee Program honestly and in accordance with Association ethics. The full policy can be found here:

[Policy for Academic Misconduct – Available via MyPGA](#)

### e) Policy for Academic Probation

This policy outlines the circumstances and conditions that apply to a Trainee, Provisional or Professional Year (PY) member who is placed on Academic Probation. The full policy can be found here:

[Policy for Academic Probation – Available via MyPGA](#)

### f) Complaints and Appeals Policy

This policy outlines the circumstances and conditions that apply to a Trainee, Provisional or Professional Year (PY) member who wishes to put forward a complaint or appeal with regards to the Trainee Program. The full policy can be found here:

[Policy for Complaints and Appeals – Available via MyPGA](#)

### e) Drugs, Smoking & Drinking Policy

This policy outlines the circumstances and conditions that apply to a Trainee, Provisional or Professional Year (PY) member with regards to drugs, smoking and drinking. The full policy can be found here:

[Policy for Drugs, Smoking & Drinking – Available via MyPGA](#)

### f) Equal Opportunity Policy

In accordance with Federal and State laws the PGA provides an Equal Opportunity policy towards all Trainees. The full policy can be found here:

[Policy for Equal Opportunity – Available via MyPGA](#)

## 27.3 APPENDIX C - PGA TRAINEE INFORMATION KIT – QUICK REFERENCE GUIDE

### 1. What employment award do I utilise in determining my pay?

The PGA has developed a comprehensive document outlining the wages for Trainee Professionals. Please refer the section on wages for comprehensive information relating to Trainee wages. For further clarification relating to Trainee wages, contact your State Manager.

### 2. What time-off do I need to be provided with to attend compulsory PGA Training School requirements?

Employers are obliged to provide Trainees time-off from work to attend PGA Training School requirements without loss of pay. Trainees are not required to utilise annual leave entitlements to attend PGA Training School.

### 3. What time-off do I need to be provided with to attend State Trainee Championships?

Employers are obliged to provide time-off from work to attend the (compulsory) State Trainee Championship in their state. Trainees may utilise annual leave entitlements to attend other State Trainee Championships, the Rich River Classic, the Futures Championship or other tournaments as required.

### 4. Is my employer obliged to provide me with time-off to attend other PGA tournaments?

Employers must ensure that one of the Trainee's days-off per week coincides with the scheduling of Trainee matches in that State. It is expected that annual leave entitlements are utilised to attend any other PGA tournaments such as Pro-Ams, other State PGA Championships, State Opens, etc.

### 5. Who is primarily responsible for the training and education of Trainees?

The responsibility for the training and education of Trainees is the combined responsibility of the PGA Employer and the PGA. The PGA Employer is responsible for providing an effective training environment via the workplace and the PGA is responsible for facilitating and encouraging workplace training via appropriate education assessment items. It is vital for PGA Employers to view their role as important in the development of Trainees.

### 6. What happens to me if my employer resigns from their position at the club?

Both Trainees and Employers are required to contact the PGA should any employment conditions change. If a Trainee's PGA Employer resigns, they are provided 90 days to regain suitable indentured employment. If a Trainee resigns or is terminated from their position, they are provided 45 days to regain suitable indentured employment.

### 7. What qualifications are issued to Trainees via the Trainee Program?

Trainees are issued the following qualifications through completion of various requirements in the Trainee Program:

- SIS30613 Certificate III in Sport (Career Oriented Participation), Year 1
- BSB42515 Certificate IV in Small Business Management, Year 2
- SIS50512 Diploma of Sport Coaching, Year 3
- Professional Golf Coach accreditation
- Full Vocational PGA Membership

In addition, Trainees complete other qualifications and certifications such as R&A Rules of Golf, Workplace-Based First Aid, Working with Children Check, ASADA Anti-Doping.