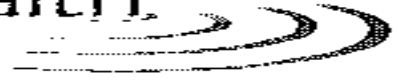


Australian College
of Natural Health



Prospectus

2009

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Rockhampton. Queensland. Australia

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Training Programmes

in

Certificate IV in Massage Therapy Practice

and

Diploma in Remedial Massage

Nationally Recognised Training Organisation



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Welcome To Our School

Thank you for your interest in regards to the Nationally Recognised courses in Body Therapies provided by The Australian College of Natural Health (ACNH). We happily enclose details and welcome any further enquiries you may have.

ACNH has been well established since 1989, providing specialist massage training to students. Our graduates are readily accepted by employers and many have been successful with their own businesses. Depending on whether you have a general interest in learning more about massage or if you are looking for a new career path in an exciting and growing field, you will be sure to find your time with us exceptionally rewarding.

ACNH is a small private school in which we proudly take on the responsibility in giving every student maximum individual attention and quality instruction. ACNH is taught in a relaxed, friendly and flexible environment which consequently allows us to accommodate to students' individual learning needs.

The Australian College of Natural Health gives you the opportunity for unique training - with classes that are hands-on, fun, supportive, and focus on personal as well as your professional growth.

We offer you:

- Full time courses - taught at the school 3 days per week (Tuesday, Wednesday and Thursday) or 5 Days per Month commencing the first Monday of each month.
- Part time training – taught on a private basis (ask for more Information). This would be most appropriate for those who wish to work at their own pace through one unit a time.

N.B.: If you have prior training, credit in hours and cost can be arranged.

Prospective Career Opportunities

Massage Therapy is an excellent career for independent minded people. Graduates can enter clinical practice independently, or with a partner in a healthcare clinic.

Massage therapists can work alongside:

- Chiropractors,
- Osteopaths,
- Physiotherapists,
- Naturopaths,
- Natural therapists,
- Sporting teams,
- Beauty therapists,
- Health retreat staff,
- Private or Community health service providers,
- GP's who refer Work Cover clients.

Please call us if you require further information. We welcome any further inquiries, and invite

you to visit the school at any time for consultation. If you wish to make an appointment please do not hesitate to contact me.

Vincent Leo - Principal

Phone: 07 4922-2930 or

Email: admin@acnh.com

Where Do I Start?

Part-time / Casual or Home-Based Student

If you have not studied massage before then you will begin with the Swedish massage. This course enables beginners as well as people with some knowledge of massage to reach a clinical standard within a short time frame. You can expect to take home professional massage techniques after your very first lesson!

You may study any subject that has no pre-requisites, at any time it is offered. On completion of a subject you will receive a Statement of Completion or Attainment. All subjects are taught by professional instructors. You have the freedom to do as many subjects as you want, when you want - for professional or home use. You do not have to commit to a whole level of courses.

Full Time Students

In many cases, "Full time" does not require students to be on campus weekly from 9am – 5pm. "Full Time" can also apply to subjects studied in the evening or on the weekend; as assignments are expected to be completed in your own time. "Full Time" studies also involve student clinic hours – which are done both on and off campus.

Textbooks

Certain manuals and notes are provided for all classes where appropriate.

All common and specialised units' anatomy and physiology text and work books have to be purchased.

Serious or Career Minded Student

If you are intending to become a professional massage therapist then you will need to complete either our Certificate IV in Massage or Diploma of Remedial Massage.

This can be achieved by completing the programme outlined on Page 5.

Process:

- Decide the award you are seeking, e.g... Certificate IV or Diploma.
- Choose subjects that are required for your award that have no prerequisites.
- Start with hands-on subjects if possible e.g. Swedish massage.
- You may do full or part time hours.

Vocational Outcomes

Certificate IV in Massage Therapy Practice

This qualification is suited to Australian Apprenticeships pathways

Satisfactory completion of all the units leads to the recognised qualification as a professional

Massage Therapist. This is the minimum acceptable level to be recognised as a professional. This level will also be necessary for the graduate to gain professional indemnity insurance as required by industry for work entry.

Diploma of Remedial Massage

You would need to complete Certificate IV in Massage Therapy Practice to attain qualification at this level.

Training Program Description

This nationally recognised program is aimed at people preparing to work as a remedial massage therapists.

You will learn to assess a client's massage needs; plan and conduct a remedial massage based on knowledge of anatomy, physiology, symptomatology and diagnosis, nutrition and diseases and acquired skill in a wide range of soft tissue massage techniques; work safely and ethically in health care and wellness environments; communicate effectively with clients and other health care workers; and how to operate your own massage practice.

People considering enrolment in massage, remedial massage need to be aware that skills development for clinical work will require students to massage and be massaged by fellow students and those industry dress codes will apply. Massage will necessarily involve touch but will always be practised and applied in accordance with industry codes of practice and ethics. Details of the dress code will be provided to intending students during re-enrolment information sessions or to enrolled students by the instructor.

Questions

For more information on how to plan your career pathway and timetable, give us a call so we may help plan a course that's right for you.

Vincent Leo - Principal

Phone: 07 4922 2930

E-mail: admin@acnh.com

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Training Programmes

Practitioner Course: Certificate IV in Massage Therapy Practice

National Code HLT40307

This course provides the graduates with their first level of qualification required to enter the massage industry. With a focus on therapeutic / relaxation massage, the course provides a broad range of skills and practical modalities, such as Swedish Body Massage, Musculo-Skeletal Alignment Massage, Clinical Aromatherapy and Cranial Sacral Therapy, Client Physical Assessment, Anatomy and Physiology and a sound understanding of the principles of massage and the use of health industry-specific terminology

Theory components of the Certificate IV can be completed by distance, thus providing students with better flexibility in completing the course. Clinic and practical subjects must be undertaken on Campus.

Course requirements: This is a **full time** course with lectures and tutorials 3 days a week for 4 months. (Tuesday, Wednesday, Thursday)
Part-Time training-taught on a private basis (ask for more information). This would be most appropriate for those who wish to study at their own pace through one unit or more at a time.

Course commencement: February, May, September (Part-time negotiable)

Student Clinic: Each course provides invaluable hands-on workplace experience in our student clinic. While treating members of the general public, students build up confidence in assessing and treating various health conditions in a supervised environment.

40 hours on campus, 100 hours log book hours

Pre-requisites: Competent language and literacy skills sufficient to undertake written and oral assessments, written assignments and the reading of written resources.

What you will need: Note pad: Study text books from the Common and Specialisation list.

It is recommended, for massage students to have their own massage table to practice with outside school.

We will provide: Work manuals
Massage tables for students use in class

What's next? With your Certificate IV in Massage Therapy Practice, you can register as a full member with a national massage association, obtain professional indemnity insurance and commence your own business.

Continue your Training: Update your qualification to the Diploma of Remedial Massage.
Improve your career options with a Diploma

Certificate IV in Massage Therapy Practice

CODE	UNIT
HLTREM 401B HLTREM 406B HLTREM 407B FRAMEWORK	Work within a massage framework Provide the massage treatment Plan the massage treatment Swedish Relaxation Massage Clinical Aromatherapy Level 1 Musculo-Skeletal Alignment 1 Musculo-Skeletal Alignment 2 Cranio Sacral Therapy Level 1
HLTCOM408B HLTAP401A FRAMEWORK	Use specific health terminology to communicate effectively Confirm Physical Health Status Anatomy & Physiology 1 Anatomy & Physiology 2
HLTCOM 405B FRAMEWORK	Administer a Practice Practice Management
HLTREM408B HLTREM409B HLTCOM406B HLTCOM4A FRAMEWORK	Apply massage assessment framework Perform Massage Health Assessment Make referrals to other health care professionals Communicate effectively with client Client Physical Assessment 1
HLTIN 301A HLTOHS300A BSBCM204A HLTHIR301A FRAMEWORK	Comply with infection control policies and procedures in health work Contribute to OHS processes Work effectively with others Communicate and Work effectively in health Clinical Procedures and Professional Development Massage Clinic 1(practical – on campus) Massage Practical (practical – log book hours)
HLTFA 301B FRAMEWORK	Apply basic first aid First Aid (Delivered outside of the college)

Diploma in Remedial Massage

National Code HLT50307

This course provides graduates with the ability to assess and treat soft tissue dysfunction, to alleviate pain and enhance movement and function. It includes detailed studies of massage, soft tissue techniques, assessment and management of muscle injury, nutrition and disease and pathology, clinical practice, and interpersonal skills. There is emphasis on sports massage and the management and treatment of common sporting injuries as well as the application of massage techniques in a corporate environment.

Theory components of the Diploma can be completed by distance, thus providing students with better flexibility in completing the course. Clinic and practical subjects must be undertaken on Campus.

Course requirements: This is a **full time** course with lectures and tutorials 3 days a week for 12 months. (Tuesday, Wednesday, Thursday) **Part-Time** training-taught on a private basis (ask for more information). This would be most appropriate for those who wish to study at their own pace through one unit or more at a time.

Course commencement: February, May, September

Part-time negotiable

Student Clinic: Each course provides invaluable hands-on workplace experience in our student clinic. While treating members of the general public, students build up confidence in assessing and treating various health conditions in a supervised environment.

120 hours on campus, 200 hours log book hours

Pre-requisites: Certificate IV in Massage Therapy Practice

Competent language and literacy skills sufficient to undertake written and oral assessments, written assignments and the reading of written resources.

What you will need: Note pad: Study text books from the Common and Specialisation list.
It is recommended but not compulsory, for students to have their own massage table to practice with outside school

We will provide: Work manuals
Massage tables for students use in class

What's next? Start your own business. The Diploma will allow you to apply to private health funds for a provider number allowing clients to claim rebates. Continue with your studies....

Diploma of Remedial Massage

CODE	UNIT
HLTREM510A	Provide specialised remedial massage treatments
HLTREM502B	Provide remedial massage treatment
HLTREM503B	Plan remedial massage treatment strategy
FRAMEWORK	Lymphatic Drainage Massage 1 ALka-Myo Lymphatic Drainage Massage 2 Clinical Aromatherapy 2 Sports Massage 1 Sports Massage 2 Seated Massage Treatments
HLTAP501A	Analyse Health information
HLTREM504B	Apply remedial Massage assessment framework
HLTREM505B	Perform remedial massage assessment framework
FRAMEWORK	Pathology and Pathophysiology (Introduction for Massage) Nutrition and Disease Symptomatology & Diagnosis for Massage* Client Physical Assessment 2
HLTCOM503B	Manage a Practice
FRAMEWORK	Practice Management
HLTHIR506B28A	Implement and monitor compliance with legal and ethical
CHCORG28A	Reflect and improve up-on professional practice
HLTCOM2A	Develop Professional Expertise
HLTHIR501A	Maintain an Effective health work environmentClinical
Framework	Procedure and Professional Development 2 Massage Clinic 2 (on Campus) Massage Practical 2 (Practical – Log book off Campus)
	CHOOSE 3
ELECTIVE UNITS	
HLTREM512A	Provide remedial Massage Treatments within a corporate setting
CHCAC3C	Orientation to aged care work
HLTCOM509A	Provide services for people with a life challenging illness
HLTCOM510A	Provide services to clients with chronic diseases or condition
HLTCOM511A	Provide remedial massage treatment for women and children

INDIVIDUAL UNITS Descriptions

The units listed below are from our certificate and diploma courses. Students who are not enrolled in either our full time or part time courses may complete individual units at their own pace.

Units that have a pre-requisite require the completion of other units before that particular unit can be undertaken. Units that have a co-requisite maybe undertaken before or after that particular unit.

Swedish Relaxation body Massage

It is becoming all the more important that people look after themselves, not only with their physical health but also their mental health and well being, what better way to achieve this than with relaxation massage. The opportunities to work within this area of the industry are endless.

You can work in a resort or day spa, even on a cruise ship. There are also many opportunities to set up your own practice; all you need is a room and a table or for a mobile service, a car and a table. Set-up costs are minimal.

Aromatherpy

Clinical Aromatherapy Level 1: An enjoyable experience in itself, Aromatherapy improves and maintains health, vitality and well-being Students learn the therapeutic properties of various essential oils, how to test and blend oils, and perform a deeply relaxing aromatherapy massage.

Corporate Massage

Very popular in the major metropolitan areas. Whether it is to **keep their employees happy and stress free**, or to entice employees into a competitive market, many employers contract therapists to come to their workplace to give their team a 15 to 20 minute seated massage 'Stress Buster' treatment. This is primarily a daytime operation where you will have a number of corporate clients in your location.

Musculo-skeletal alignment 1

Muscle Skeletal Alignment 1 is used to determine the extent and degree of muscular weakness resulting from dis-ease, injury, disuse or something that maybe beyond this reality. Muscular skeletal probe and massage is an important tool for dealing with the physical residual of disability.

Musculo-skeletal Alignment 2

This unit builds on the techniques you learnt in Swedish massage and Musculo-Skeletal alignment 1. It targets specific conditions such as frozen shoulder, tennis and golf elbow, sciatica, neck and back pain, headaches, injuries suffered in accidents or sporting activities and problems associated with some illnesses. Each condition has specific remedial techniques associated with its treatment and you will learn to assess the problem and carry out the treatments indicated.

It is designed for students who wish to deal with any musculo-skeletal disorder / sports

injuries as seen in clinical practice. You will learn remedial techniques such as Myofascial Release and trigger point therapy to treat soft tissue injuries, reading the body". These techniques and many more are used extensively in the rehabilitation of soft tissue dysfunctions. The course includes specific hands-on experience.

You will also learn more about accurate record keeping, designing ongoing professional treatment plans for individual clients, more about running a successful massage practice and of course the Core units.

On completion of this level you will be able to give a satisfying full musculo-skeletal alignment massage.

MyoEaze

Myo-EAZE is an integration of skeletal diagnostics, known body physiology and soft tissue corrective procedures. While its solutions centres on its own brand of cross fibre techniques, MyoEaze may use any soft tissue approach that achieves its aims.

Like many integrated discoveries a new system arises that is different from its primary sources. This new system MyoEaze, shows that when there is a bone or joint misalignment then there is a muscle that is responsible. Upon the correction of the muscle disorder then the skeleton will respond correcting the misalignment.

Remedial Treatments

Remedial Massage

This is the area within the industry that has had the most growth and change in recent years. There are 2 main reasons that Remedial massage is a rewarding career path. First of all, you can help someone who comes to you with an injury. Whether they find you themselves or they are referred from their GP or physio, **you can help them to health.** Secondly, remedial massage has long been **recognised as being a 'repairing' treatment**, focused on treating specific problems. Now the majority of health funds also recognise the benefits that Remedial massage gives and qualified Remedial Therapists can now offer private health care rebates for treatments just like your local physiotherapist or chiropractor!

A growing trend in the industry is multi-modality clinics where clients can benefit from multiple allied health professionals in one place and all offering private health care rebates to make it affordable. Just imagine working alongside chiropractors and physiotherapists in your own your own multi-modality clinic!

Lymphatic Drainage Massage

In 1932 Drs Emil and Astrid Vodder developed the art of massage with certain treatments, movements and techniques to become lymphatic drainage massage. Lymphatic drainage employs gentle strokes, using a systematic approach to stimulate the drainage of lymph fluid. You will learn the anatomy and physiology of the lymphatic system, and the unique drainage patterns of the lymph. The course is for practitioners who are looking for effective techniques to assist patients recovering from long standing illness, elimination of built up toxins or edema, or for a relaxing alternative to Swedish massage. This unit will provide students with knowledge and skills to evaluate patients who suffer with congestion. The course enables you to perform a full body Lymphatic drainage, and to identify patients who require referral.

Alka-myo Lymphatic Drainage Massage

It's designed to remove lactic acid and balance the body's pH. This simple and yet very powerful massage helps the body to harmony and balance. Used successfully on patient who have a low tolerance to heavy deep tissue massage the alka-myo relaxes the muscle/s that place pressure on the nerve. The patient with a couple of alka myo massage can then tolerate the heavy massages. The alka-myo massage is used for facial and skin problems such as exema, oedema, cellulite, weight problems and general muscular and skeletal problems

Sports Massage 1 & 2

For Elite athletes, their body is their source of income and they push it to its limits. Because of this they need to keep their bodies fit, healthy and stress free. There are three main areas where sports massage can be useful to an athlete: pre-event, post-event, and injury treatment.

- Pre-event massage is fast-paced and stimulating, it helps to establish blood flow and to warm up muscles.
- Post-event massage is to calm the nervous system and begin the process of flushing toxins and waste products out of the body. Post-event massage can reduce recovery time, enabling an athlete to resume training much sooner than rest alone would allow.
- When an athlete sustains an injury, skilful massage therapy can often speed and improve the quality of healing.

From Football to motocross, athletics or Tour de France, if working with Elite athletes or sporting teams is something you would like to do, you could find yourself working in a rewarding and interesting field.

Infant Massage

One of the many specialisations developing in the massage industry. Once you know how to give a relaxation massage you can adapt these skills to the **specific needs of pregnant women as well as infants**. Regular massages increase the comfort and well being of both mother and child.

You may choose to specialise in infant and maternity massage or offer it as one of your services. You may even choose to teach mother's how to massage their child themselves.

*Anatomy & Physiology 1**

In this class you will be introduced to medical terminology and abbreviations that you can use to enhance your note taking. This class enables you to understand doctor's and health professionals' diagnoses by recognising specific words. This unit introduces you to the human body and begins with the study of the smallest constituents that it is made up from, such as its cells. It will continue the student's journey investigating the primary systems that manual therapists deal with – the skin, the skeletal system and the muscular system. This subject is a must for any therapist wishing to treat patient's health concerns with natural therapies.

Anatomy & Physiology 2*

This unit explores every other system of the body, including the nervous system, digestive system, endocrine system, respiratory system, cardiovascular system, lymphatic system, urinary system and reproductive system. This provides the student with a thorough understanding of the complexities of the human body.

Student Clinic

During Clinic hours, students work on members of the public, under the strict supervision of a qualified therapist. This enables the student to gain essential practical skills in the care, treatment and management of clients. It is an invaluable experience, which installs confidence, expands knowledge and prepares students for future professional work. Student work on a one to one basis with clients and accurately record, assess and treat a variety of conditions, as well as providing relaxing massage treatments.

Client Physical Assessment* level 1 & 2

In this unit you will develop a sound understanding of advanced case taking techniques - evaluating the needs of clients and documenting the results. You will learn how to select and incorporate appropriate treatment strategies for the individual needs of each patient. You will gain the knowledge and skills to conduct a gait and postural assessment of presenting clients. The objective is to determine the extent and origin of any apparent soft tissue dysfunction. This is vital for the selection of appropriate remedial massage treatment strategies and to identify scenarios requiring referrals.

Business for Massage Therapists (Practice Management)

Practice management and Practice administration evaluate the viability, practicalities, and legal requirements of establishing a professional massage therapy practice. Topics covered in this unit include employment options for a massage therapist in the allied health care profession, preparation of a business plan, financial forecast and control, legal requirements, clinic procedures, marketing and promotional requirements to establish your own massage practice.

Clinical Procedures and Professional Development 1 & 2

Clinical Procedures Level 1 is a unit, which introduces you to the massage industry work place. The detailed units enable you to understand infection control policies as well as occupational health and safety procedures to ensure that your time in the work environment is an enjoyable experience. You will gain an understanding of the industry and requirements for performing a massage treatment, also an understanding of other healthcare modalities to ensure your patient receive the best possible care and information.

This unit provides learners with the knowledge and skills to deliver massage treatments to a wide variety of clients in a professional setting. Integral to this is the provision of extensive hands on clinical hours, during which the learner is required to manage all aspects of the treatment procedure. This includes all elements of the treatment plan, as well as tasks related to the setting up and running of a massage clinic as a commercial venture

Massage Clinic 1 & 2 (practical)

During clinical procedures you are required to work on members of the public, under the strict supervision of a qualified therapist. This enables the student to gain essential practical

skills in the care, treatment and management of patients. It is an invaluable experience, which installs confidence, expands knowledge and prepares students for future professional work. You will work one-to-one basis with patients and accurately record, assess and treat a variety of conditions, as well as providing relaxing massage treatments.

Nutrition and Disease for Massage*

Nutrition and Diseases – a vital core subject for every successful natural therapist, you will gain an in depth appreciation of the amazing complexity of food, how it is utilised by us as individuals and how it can make assist health and balance in each of us. You will also look at the macro nutrients in carbohydrates, proteins, fats and water.

This course is designed as an introduction for Massage Practitioners and Body Workers to assist in the recognition of some common disease states. This allows you to determine which clients you can treat and those clients that should be referred onto other practitioners. This extensive subject is simplified for your understanding.

Symptomatology & Diagnosis for Massage*

You will be introduced to the basic pathological processes of the body, the methodology of history, physical examination and the study of diseases in each of the body systems.

The aim of this module is to provide the student with competency in the recognition of common skin and musculo-skeletal ailments and those ailments contra-indicated for massage.

Developing Professional Expertise*

This unit covers the skills required to continually develop professional skills and contribute to the knowledge base of complementary health care.*

Hot Stone Massage:

Stone massage is a form of bodywork that involves the application of heated stones to the body during deep tissue massage. This system of massage stimulates the circulatory system. softens and relaxes muscles, helps to release toxins, induces a state of deep relaxation, relieves pain and muscle spasms, and creates a feeling of peacefulness.

First Aid is a requirement if you intend to register with any associations or health funds. The First Aid modules are delivered by external providers

OPTION taken with or as single no pre-requisites

About the Supervised Clinic Experience

As part of each hands-on course, you will undertake a certain number of clinic hours where you massage the general public under the supervision of a teacher/practitioner.

The Student Clinic is provided with a secure and safe environment where you will be able to develop and practice your skills as well as building confidence under supervision.

Assessment Procedures

Assessment is by a combination of internal, external and workplace theory and practice and assessment activities, including: practical demonstrations, practical experiences, practical demonstrations in simulated work conditions, problem solving.

After the enrolment process you will be supplied with:

- a Manual
- a Student Handbook and a Training Plan (which acts as a guide, as you progress through the course).

Any difficulties please contact your local coordinator or the school on (07) 4922-2930 or email: acnh@consultant.com

Practical Level Units

Practical levels are mostly practical hands on learning combining clinical procedures and professional development units. The workshops and clinical observation sessions are comprised of face-to-face instructional hours, held at predetermined venue. You may be asked to bring along your own portable treatment massage bed, sheet and a couple of towels.

Practical units can be flexible for example: practical classes maybe held over 2x Friday evening and two weekends or three weekend depending on the student enrolments.

Note: Practical assignments must be completed in full and received at the school before you can continue on the next level.

Clinical Training

Each student is required to complete 100hours for Certificate IV in Massage and 200 Hours in Diploma of Remedial Massage at the ACNH's student Clinic in Rockhampton or their nominated Clinic. (Subject to approval) The Clinic enables students to treat patients in a live clinical environment.

Practical Assessment

The assessment for practical subjects will consist of a student demonstrating their diagnostic and treatment skills on a partner who poses as a client/patient. The assessment is performed at a predetermined date.

2009 Term Timetable

The individual unit level timetables are detailed below.

N.B.: Please note that term dates and unit durations are subject to change depending on the number of student enrolments.

Timetable 2009

Commencing

Please tick appropriate box.

Enrolment Form Enquiry Form

Term 1 29/01/09 – 09/04/09

Term 2 21/04/09 – 25/06/09

Term 3 14/07/09 – 17/09/09

Term 4 06/10/09 - 18/12/09

Code of Practice

Statement

Australian College of Natural Health is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff recognises the rights of students / clients and provides information, advice and support that are consistent with our Core Business Values and this Code of Practice.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

If, at any time you feel that we are not abiding by our Code of Practice then report your complaint or grievance to your supervisor / trainer or equity officer, or complete our 'complaints and grievance' form.

Information, Advice and Support Services

We provide and support the following services within our Code of Practice:

- Client selection, enrolment and induction / orientation procedures

Our enrolment process is documented in our student handbook. We conduct induction and orientation sessions on staff and student alike.

- Course information (including content and vocational outcomes)

Specific course brochures and flyers have been developed for all of the courses within our content scope of registration. Student information sheets for each course and its content also support this.

- Fees and charges (including refund policy and exemptions where applicable)

Information on fees, charges and refund policy is clearly documented within our marketing schedule. Material is available through our student handbook and coming website.

- Provision for language, literacy and numeracy assessment

We provide provisions for language, literacy and numeracy support. We also monitor the needs of our client's language, literacy and numeracy skills through our induction process, application and enrolment forms, and interviews.

- Student support

The support we offer includes:

- Recognition of Prior Learning (RPL) assessment
- Options of learning
- Guidelines via our Equity Officer
- One-on-one tutoring
- Pre-course interviews
- Training needs analysis

- Research facilities
- Information on our to be web-site
- Exceptional circumstances – Discussion to take place
- Flexible learning and assessment procedures

Flexible learning and assessment procedures are documented within our assessment kit, and these form part of our learning and assessment strategies. To assist students to achieve a successful outcome they may require external assistance.

Mutual Recognition Policy

We acknowledge and support Mutual Recognition as one of the most important features of the Australian Quality Training Framework. To this end we will accept the credentials issued by any other registered training Organisation based in any State / Territory of Australia.

ACCESS AND EQUITY

All applications for the ACNH courses will be processed adhering to the Anti-Discrimination Act, 1977. Entry into the program will only be denied if the applicant does not meet the admission requirements of the College or if a course is fully booked. The outcome of the application will be notified to all applicants with relevant reasons.

STUDENTS COMPLAINTS PROCEDURE

Students who feel they have a genuine complaint have the right to a fair hearing at which they may state their concerns. All efforts will be made to ensure a fair and equitable outcome is reached through a process of open communication and negotiation. Any actions taken by Australian of Natural Health shall be in accordance with government and/or other legislation requirements.

- Where a participant has an academic complaint or concern, they should contact their teacher in the first instance, and then fill out a complaint form (available at reception) which forwarded to the Principal. A meeting will then be arranged,
- In the event of a complaint against the organisation staff or fellow student involving a breach of civil law, the participant should contact the Principal immediately. If it is not resolved, then it should be referred to the appropriate Government Agency.
- An independent third party for handling student complaints will be made available to students if requested or if Australian College of Natural Health deems it necessary to do so.
- Students may nominate a person of their choosing to accompany or represent them in any complaint process.
- Our complaint resolution process does not circumscribe the student's right to pursue other legal remedies.
- Australian College of Natural Health will act upon any complaint found to be substantiated.

Appeals Procedure

- Participants can appeal against a result for any subject or course within ninety (90) days of the issue of results. Results will be reviewed and notification given of the outcome within

fourteen (14) days of appeal.

- Participants should be aware that our registration as a training provider is dependent on providing quality training services, having appropriate resources and maintaining assessment procedures, which meet the standards established by AUSTRALIAN QUALITY TRAINING FRAMEWORK

- We maintain the highest ethical standards in marketing advertising, administration and delivery of courses. We take great pride in our reputation and assure our clients of our commitment to these standards. We take great pride in our reputation and assure our clients of our commitment to these standards. In the event of an appeal the participant should contact their teacher and request to fill out a complaint form which is then forwarded to the Principal. If the appeal is not resolved it will go before an independent panel so that the student can address his/her issue. A written response to the Appeal will be given to the Student within 14 days.

Students Conduct and Discipline

- Students are required to observe any lawful direction given by a staff member in order to ensure the safety of individuals and the orderly conduct of learning programs delivered by Australian College of Natural Health.

- Students must maintain a high standard of behaviour within the premises of Australian College of Natural Health and must not indulge in any acts, which may result in damage to property or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises of Australian College of Natural Health. Appropriate action will be taken by the Principal of the Australian College of Natural Health should this be deemed necessary and an appeals process will be available to students upon any decision taken by the Principal Director.

For a full copy of the Code of Practice and Code of Conduct. Please phone 49 222 930 for a free Student Handbook.

How to Enrol

1. Fill in the enrolment form
2. Consult the timetable for the units of your choice (Remember some dates may clash but most subjects are repeated two to three times per year).
3. State your first and second choices (in case your first choice is fully booked).
4. Enclose \$150 (non-refundable) as your enrolment registration/planning fee.
5. Phone for an interview with a student counsellor who can help plan your studies or send in the payment for your unit.
6. Full time and payment contract students need to enclose two passport photographs.
7. All our courses are exempt from GST as they are professional and trade courses.
8. When posting payments please ensure to include your name, address and course details.

Payment

A \$150 deposit secures you a place in any unit.

A \$500 due on enrolment if applying for Certificate IV or Diploma.

Once booked, you must confirm attendance and pay the balance in full at least 14 days prior to class commencing. There will be a \$30 administration fee charged on any balance outstanding after the first day of class.

Conditions of Payments

- It is possible for you to pay off the course/unit in instalments that suit you. Please phone the office for details.
- External studies units must be paid for in full prior to receiving study material.
- We provide substantial educational and training resources to each student and require a minimum of two weeks to finalise resources and student materials. Late payment may result in material delays (i.e. you may not get the assigned manuals on time).
- If a class is full (or if there are not enough students), you will be notified and may commence training at the next scheduled class time.
- The school fees are set and reviewed annually. Any increases or adjustments are applied immediately after the review.

Refund Policy

- Applicants must advise Australian College of Natural Health in writing of their intention to withdraw from a course.
- Withdrawal with 21 days notice prior to commencement: of a course, a full refund of fees less \$170 administration costs will be made for part time students and \$280 for full time students or credit transfer to another unit
- Withdrawal with less than 21 days prior to commencement fees are non-refundable
- Withdrawal once course has commenced (or you have the course material):

NO REFUNDS APPLY to either enrolment fee or course fee, you may apply for a credit transfer to the same unit at a future date, incurring a \$30 transfer fee.

Withdrawal from an external study course after receiving materials

NO REFUND

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Contact Information**General:**

Phone: 07 4922 2930

Fax:

Email: admin@acnh.com.au

Web: www.acnh.com.au

Campus Address:

Street: 20 Luck Ave

City: Rockhampton

PC 4700
