

# STUDENT HANDBOOK

Name:.....

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# Code of Practice

## Australian College of Natural Health CODE OF PRACTICE

### **1.1. INTRODUCTION**

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by the Australian College of Natural Health, a Registered Training Organisation registered in Queensland by the Training and Skills Commission

For the purpose of this Code “trainee” refers to any person, participating in education or training delivered by this organisation. A “client” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

### **2. PROVISION OF TRAINING AND ASSESSMENT SERVICES**

- 2.1 Our organisation has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees and/or clients.
- 2.2 Our organisation maintains a learning environment that is conducive to the success of trainees.
- 2.3 Our organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.
- 2.4 Our organisation monitors and assesses the performance and progress of its trainees.
- 2.5 Our organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees and it provides training for our staff as required.
- 2.6 Our organisation ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Packages(s) and/or accredited courses.
- 2.7 Our organisation is committed to access and equity principles and processes in the delivery of its services.

### **3.3. ISSUANCE OF QUALIFICATIONS**

Our organisation issues Qualifications and Statements of Completion to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook.

### **4.4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER REGISTERED TRAINING ORGANISATIONS...**

- 4.1 Our organisation recognises the AQF qualifications and Statements of Attainment issued by other registered training organisations.
- 4.2 Recognition obligations are reflected in our organisation’s policies and procedures and information to staff and clients.

### **5.5. MARKETING OF TRAINING AND ASSESSMENT SERVICES**

- 5.1 Our organisation markets and advertises its products and services in an ethical manner.
- 5.2 Our organisation gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 5.3 Our organisation accurately represents recognised training products and services to prospective trainees and clients.

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- 5.4 Our organisation ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5 No false or misleading comparisons are drawn with any other training organisation or qualification.
- 6.6. FINANCIAL STANDARDS
- 6.1 Our organisation has measures to ensure that trainees and clients receive a refund of the fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- 6.2 Our organisation has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment.
- 6.3 Our organisation ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and the copies of the documentation are made available to the trainee/client.
- 6.4 Documentation includes: the rights and responsibilities of trainees, cost of training and assessment services and issuance of qualification, payment arrangements, refund conditions and any other matters that place obligation on trainees and clients.

## **7.7. PROVISION OF INFORMATION**

- 7.1 Our organisation supplies accurate, relevant and up-to-date information to prospective trainees and clients.
- 7.2 Our organisation supplies this information to trainees and clients before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.

## **8. RECRUITMENT**

- 8.1 Our organisation conducts recruitment of trainees at all times in an ethical and responsible manner.
- 8.2 Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 8.3 Our organisation ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents and provides for the training of such staff and agents, as appropriate.

## **9.9. SUPPORT SERVICES**

Our organisation provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

## **10. APPEALS AND COMPLAINTS (See Appendix A Appendix C)**

- 10.1 Our organisation ensures that trainees and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by our organisation to resolve trainees'/ clients' complaints.
- 10.2 For this purpose, our organisation has a complaints policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the complaints mechanism as a whole is made known to trainees at the time of enrolment.
- 10.3 Where complaints cannot be resolved internally, our organisation advises trainees and clients of the appropriate legal body where they can seek further assistance.

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## **11. RECORD KEEPING**

Our organisation keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request.

## **12. QUALITY CONTROL**

Our organisation seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services.

# Policies & Procedures

## 1.1. ENROLMENTS

### 1.1 ADMISSION REQUIREMENTS

Students applying to the College must have literacy standards equivalent to at least year twelve. Mature age applications are welcomed. The College however, reserves the right to decline any application for its courses or qualifications on offer.

### 1.2 Induction

Please read the copy of the College Information Guide and this Student Guide.  
Fill in the enrolment form and sign the reverse side (please read the conditions)  
Consult the timetable for the subjects of your choice.

Enclose \$100 (non-refundable) as your once only enrolment, registration & planning fee (includes manual).

Phone for an interview with a student counsellor who can help plan your studies. Interviews may be in person or by phone.

Full-time students need to enclose two passport photographs.

Fees are subject to change and students are required to confirm current fees with the College Administration or website download prior to enrolment or re-enrolment.

### 1.3 DISABILITY DISCLOSURE

Any prospective student must discuss any physical, emotional or mental disability with the course advisor before the commencement of their chosen course or subject, so appropriate advice can be given.

If a student is uncertain as to the extent of the disability or the extent to which it may preclude them from giving or receiving Tactile Therapy, (e.g. massage), or participating in examination/assessment processes then appropriate advice must be sought from the College office before commencement of classes. In some cases a physician's clearance may be required.

The College retains the right to refuse an enrolment where it is deemed it will impose an unjustifiable hardship on the College, its staff or the prospective student.

### 1.4 RECOGNITION OF PRIOR LEARNING CREDIT TRANSFER

Applicants who believe they are already competent in relation to the learning outcome may apply for recognition of prior learning.

Recognition of prior learning will be determined on an individual basis and will involve measuring the competencies attained by the applicant through previous training, work experience or life experience.

All applications for recognition for prior learning/credit transfer must be made in writing to the Principal on an College form. Evidence of previous formal courses of study, including certificates (photostated), results, hours, time of completion, course recognition, etc. must be documented. Example – registered nurses, naturopaths, etc. may be exempt from Anatomy & Physiology.

Where there is uncertainty on RPL or exemptions, a RPL panel will be convened (at student's cost) to make recommendations to the College Principal. Each case will be assessed on its own merit.

Credit transfer applies to those who have statements of attainment or accredited qualifications from another teaching institution and will be automatically recognised by the College on presentation of Academic Transcripts, etc.

**Once enrolled at the College, RPL for courses elsewhere will not be accepted.**

# Policies & Procedures

## 1.5 Access & Equity

In the recruitment and selection of staff and students, The Australian College of Natural Health fully and appropriately endorses legal obligations in relation to equal opportunity and anti-discrimination legislation. No staff or student will be treated unfairly or discriminated against on the grounds of:

- Gender
- Marital Status
- Race
- Pregnancy
- Sexuality
- Physical or intellectual impairment
- Age
- Religion

The College provides confidential advice and assistance with the resolution of discrimination, harassment and related grievances. Your access and equity counsellor is Peter Farnsworth.

## 2. PAYMENT AND FEES

### 2.1 PAYMENT

Check the subject fees on the fee schedule list.

Once booked, you must confirm attendance and pay the balance in full at least **14 days** prior to class commencing. There will be a \$50 administration fee charged on any balance outstanding after the first day of class.

External Studies modules 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 materials delays. (i.e. you may not get textbooks 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.

### 2.2 FEES AND REFUND POLICY (SEE APPENDIX "E")

Total fees – please refer to the information guide for all subject fees. You will need to total all subject fees for that qualification (i.e. Certificate IV or Diploma).

Student registration fee is non refundable.

**Withdraw from a subject with 14 days or more notice prior to commencement:** Full refund or credit transfer to another subject will be given.

**Withdraw with less than 14 days notice prior to commencement:** An administration fee of \$100 is charged, balance refunded or credit transfer to another subject.

**Withdraw once a 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 subject at a future date, incurring a \$50 transfer fee.

**Withdraw from an external study course after receiving materials:** NO REFUNDS.

Refunds are not granted automatically and must be applied for in writing. Refund claims will be determined and paid by the College within 4 weeks of receiving the claimant's application.

Payments are only processed during office hours which are 9:00am—5:00pm, Monday to Friday.

# Policies & Procedures

Split payments, or late payments will incur a \$50 fee. Last minute transfers from a course will also incur a \$50 fee. Failure to notify the Academy of non-attendance two weeks prior to the course commencing will also incur a \$50 late fee.

If the College cancels a subject, the amount paid is fully refundable.

Increases in charges and fees are established before the beginning of the calendar year and remain unchanged for the rest of that year. Fee structures are reviewed annually.

Payment of fees by installment, by negotiation, on contract requires the contract to be adhered to at all times. Late payments will attract a late payment fee.

Continued late payment may incur a suspension of tuition until all payments are up to date.

In the event of non-payment, the College will invoke debt recovery services. Such action will automatically expel the student from the College.

Any credit of fees held is for the use of that student only and is non-transferable to other persons.

First time Academic Transcripts, qualification parchments or statement of results are free for all qualifications, however, amended, replacement or updated documents attract a \$50 fee.

## **3. COURSE INFORMATION**

### **3.1 ACCREDITATION STATUS OF THE ACADEMY AND COURSES**

The College is an accredited course provider registered under the Training & Skills Development Act 2003, national provider code 4891. The accreditation or status given to a course is mentioned in the Information Guide under Certificate/Diplomas.

### **3.2 COMMENCEMENT, DURATION AND TIME COMMITMENT OF COURSES**

Dates, times, duration and costs are listed in the College Information Guide and timetable and posted on the Australian College of Natural Health website. Duration of courses are listed in the College Information Guide. All courses that are undertaken part-time must be completed within 4 years of commencement. Upgrades to courses occur from time to time and all students must upgrade to the latest qualifications on offer within 12 months of an upgrade being introduced.

### **3.3 REQUIREMENTS FOR QUALIFICATIONS TO BE ISSUED ON COMPLETION OF COURSE OF STUDY**

There are only government accredited qualifications such as Certificate IV and Diplomas listed in the College information guide. Students may acquire non-government accredited College diplomas by completing the subjects required for different pathways. Individual subjects must be taken as listed and are not transferable to other pathways, i.e. there can be no double counting of subjects. Conversely, if an individual subject is completed then there is no requirement to complete that subject again, i.e. subjects are completed once at the College unless revising for a special assignment or advanced clinic. These are listed in the information guide and the Australian College of Natural Health website.

### **3.4 THE STATEMENT OF ATTAINMENT COMPLETION**

A Statement of Completion will be issued on all subjects completed and fulfilment of the financial obligations by the student to the College.

# Policies & Procedures

## 3.5 ASSESSMENTS

Subjects are assessed by way of assignments, practical demonstrations or examinations.

Competency based assessment is the way the College assesses its student for most subjects. The overall assessment (i.e., the criteria for whether you have passed the subject is based on the following:

- Skills assessment - demonstration of practical techniques
- Knowledge assessment - completion of assignments and self directed learning
- Attitude assessment - class attendance, group activity, participation, completion of All assignments on time
- If students fail an assessment they will be permitted to resit an assessment until a satisfactory assessment has been achieved. Resit and revision fees will be applicable.

If a student fails to submit an assessment task for a period of six months, their Student Status may be revoked if no attempt is made to give reasons in writing. Should a student lose his/her Student Status for any reason and wishes to be reinstated a fee will be applicable

If competency is not achieved (NYC) for a subject a trainee may resit the assessment the next time the subject is scheduled. A resit fee of \$50 is applicable.

A resit may be arranged with a class Trainer (if available) for a fee of \$90 per hour if required.

Those who wish to revise/repeat a subject may do so at a cost of 50% of the subject fee. If so, a resit fee will not apply. We recommend if you are NYC you repeat the subject.

## 3.6 ATTENDANCE

100% attendance is required for all classes, courses seminars, clinics and self directed learning sessions.

Trainees are expected to attend class throughout the the duration of the class. All non-attendance, partial attendance, lateness or non-participation will be recorded on the class attendance sheet by the Trainers. A Doctor's certificate is required for all lengthy absence or non-attendance/participation. If a doctor's certificate is not produced a transfer fee of \$50 is applicable.

Habitually late trainees will be asked to reconsider their training with the College and may be dismissed.

Missed classes/sessions can be made up the next time the class is scheduled or otherwise application can be made to the College for negotiated make up time. If insufficient time has been spent in attending class, trainees will not be eligible to undertake the assessment required for that subject.

## 3.7 FORMAT

Learning tactile therapies involves classes of a practical nature, where students work with and on fellow students. Classes are held in a classroom setting. The classes are mixed, male and female, and maturity and professionalism are expected at all times. Students are required to give and receive tactile therapy, e.g. massage on a variety of fellow students to allow for the full appreciation and development of that tactile therapy. Exemptions to the above, based on medical grounds, must be applied for in writing with suitable documentation from a health professional to the Principal before classes commence. Full participation in class activities is mandatory for competency and attainment of qualification

# Policies & Procedures

## **3.8 DEFERMENT**

Trainees who have commenced a subject and then wish to defer may defer to that subject at a later date. A transfer fee of \$50 is applicable. Transfer arrangements are not applicable to another or different subject. Trainees who defer are advised, that from time to time, upgrades to the current College curriculum may occur due to changes in National standards or competencies. All trainees must undertake the upgrades immediately they come in to being.

## **3.9 ASSIGNMENTS/SELF ASSIGNMENTS**

College require assignments which are part of the assessment procedure. Assignments are required to be handed in on time to the class Trainer. Late assignments will attract a \$50 late fee. It is preferable that assignments are to be completed on a word processor or written in pen/biro.

Assignments will be kept by the College and are not returned.

## **3.10 INTELLECTUAL COPYRIGHT**

All course assignments and intellectual copyright thereof remain the property of the College. Research projects and all course assignments will be kept as evidence of completion and competency achieved (CA).

## **3.11 TIMETABLE AND COURSE MATERIAL**

Currently the timetable of classes is listed on the Australian College of Natural Health website and is updated regularly.

Trainees are responsible for scheduling their chosen subjects.

Trainees are encouraged to book classes in advance as some courses book out quickly.

Subjects such as Communication and Counselling and Occupational Health and Safety should be given priority as they are recommended before undertaking clinic.

Some course subjects may clash with your schedule, i.e. you cannot take two subjects of your interest at the same time. It is recommended to have secondary or a "fall-back" plan if your subject of choice is not available or clashes with another.

Subjects not on offer may have a "wait list" so when minimum class numbers are met the course may commence.

Please note: for all "full-time" trainees attending day classes, some classes may need to be undertaken in the evenings or weekends.

The College reserves the right to substitute or credit any textbooks or course materials at any time, without notice, should they become unavailable, or go out of print.

The College reserves the right to alter any aspect of the curriculum as the Training Panel sees fit. This is necessary if the College is to uphold its policy of quality up-to-date course information that would always be in line with industry standards.

The College reserves the right to cancel a course or subject and should this occur a full refund will be given or credit transfer arranged.

## **3.12 CLASS/CLINIC DRESS CODE**

No Australian College of Natural Health uniform is required for classes with the exception of all Supervised Clinic. All clinic students require the clinic dress code.

All clothing is to be clean, neat and well maintained.

Clothing should cover upper arms and torso with no hip or stomach exposure.

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Do not wear clothing which displays controversial, offensive or inappropriate slogans or images.

For practical classes wear long trousers, "Tai Chi" pants or knee length (minimum) skirt of a type that allows appropriate work posture.

For clinic and the Australian College of Natural Health corporate massage team a uniform is required. The uniform consists of a clean, ironed Australia College of Natural Health black or orange top with full length black trousers (no jeans, tracksuits or cargo pants), black shoes and socks.

For all classes and clinic no body piercing or jewellery to be worn, no perfumes.

The purpose of this dress code is to provide guidelines by which trainees may demonstrate personal presentation that reflects the high professional standard of their office and achieve competency.

## **4. GENERAL INFORMATION**

### **4.1 STUDENT FUND PROTECTION**

If the College is unable to provide the training of a qualification to completion, to which the student has paid, the subject can be completed at another registered training organisation session provided by the College. As a further protection of student fees, only subject or seminar fees are accepted, whole course fees are not accepted by the Academy.

### **4.2 STUDENT WELFARE AND GRIEVANCE**

A course advisor is available by appointment to discuss your program or provide any assistance relating to a particular course you are studying. Phone interviews may also be booked if more convenient. For more complex matters concerning relationships, stress and personal problems please contact our office so we may refer you to an appropriate professional counsellor.

After each subject or course an evaluation form is distributed to class members. This is anonymous and non-compulsory. We do value your feedback and suggestions.

### **4.3 LANGUAGE,,, , LITERACY AND NUMERACY**

Trainees who self-identify as having language, literacy or numeracy difficulties or who have been identified by staff as having such difficulties will be offered referral to such agencies that can provide appraisal and assistance in meeting course requirements. The academic counsellor can arrange a referral.

### **4.4 TRAINEES RIGHTS AND RESPONSIBILITIES**

It is the right of the student to have a clean and tidy learning environment.

It is the right of the student to have access to their Trainers (arranged by appointment).

It is the right of the student to have access to the Principal or Vice Principal of the College.

It is the responsibility of the student to comply with obligations established at enrolment.

Student obligations include:

attending class at the scheduled times.

complying with minimum attendance requirements as detailed.

presenting for assessments at stipulated times.

demonstrating sensitivity to the needs of others.

Observing confidentiality and ethical behaviour in student clinic

# Policies & Procedures

no stealing, cheating, plagiarising or breaching copyright.

to submit all written work in a legible manner

to treat all students and members of the public without prejudice

paying all debt recovery fees connected with their account

students with negotiated fee payments are required to maintain confidentiality of such agreements.

disclosing any physical, emotional or mental disability that may preclude them from giving or receiving tactile therapy.

actively participating in class activities including both male and female students.

students will be advised of any changes to courses or timetables, but it is the student's responsibility to keep up with any changes to course dates and times and to maintain a booking schedule.

## **4.5 PROVIDERS RIGHTS AND RESPONSIBILITIES**

It is the right of the College to reschedule any given lecture without notice in an emergency situation.

It is the right of the College to reschedule classes of less than 6 people to another time.

It is the right of the College to suspend any given lecture where circumstances dictate that the lecture cannot be effectively delivered.

It is the right of the College to expel a student where there has been a consistent breach of student obligations. Under such circumstances an appeal may be made consistent with student complaint procedures.

The College reserves the right to make changes to the subjects, examination procedures, course costs, awards and any other aspect of study at the College from time to time. This is necessary to ensure that the College is a vigorous and evolving institution which is able to look after the interest t t of its students.

## **4.6 OCCUPATIONAL HEALTH AND SAFETY**

The Australian College of Natural Health is committed to providing quality services to our staff and students. Constant assessment, evaluation and maintenance to all facets of the College and its services enables the Australian College of Natural Health to provide a healthy and safe learning environment.

## **4.7 PRIVACY POLICY**

The Australian College of Natural Health does not disclose any information that we gather about our staff, students or clients to a third party. It is a condition of Government accreditation that student details of name, date of birth, and qualifications gained are submitted to the Vocational Education & Training Branch of the Queensland Government. Records may be accessed as requested by State or Commonwealth law. Staff or Trainees contravening this policy will be immediately dismissed from the College.

## **4.8 INSURANCE**

All students at the Australian College of Natural Health are automatically covered for injury or damage they may cause whilst attending at the College classes and clinics. Trainees who undertake work off campus not related to College assignments or charge monies for their services are not covered by the Australia College of Natural Health insurance policy and must negotiate their own Professional Indemnity and Public Risk insurance.

It is recommended by Australian College of Natural Helath that trainees should only commence professional work once they have their qualification and provider numbers.

# Policies & Procedures

## **4.9 APPEALS AND COMPLAINTS (See Appendix A and Appendix C)**

It is the policy that the College documents and implements procedures for dealing with student complaints and appeals in a constructive and timely manner.

Organisational procedures ensure that:

Each complaint or appeal and outcome is documented in writing;

Each appeal is heard by the Principal or Vice Principal

Each appellant:-

- a. has an opportunity to formally present their case and
- b. is given a written statement of the appeal outcomes, including reasons for the decision.

Any complaint will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint.

In the event that a student has a complaint concerning any matter in relation to the training or assessment within the College the student may:

Within seven days speak directly with the Tutor concerned or the Principal;

If a complaint is unresolved the student will be given the opportunity to speak with an independent panel;

Outcomes will be presented in writing within seven days of determination;

If the student is still not satisfied they will be directed to the relevant Dispute Resolution Branch, Department of Justice and Attorney-General Phone:1800 017 288. At present no fee, this may change

## **4.10 TUITION TERMINATION**

Expulsion from the College (pending right of appeal) constitutes immediate withdrawal. The following criteria determine justification for expulsion:

Persistent plagiarism, cheating or failure to comply with College regulations.

Unethical behaviour in a working or student clinic, or classroom situation.

Non-payment of fees after adequate prior notice.

Persistent non-attendance to classes.

## **4.11 ADVERTISING AND PROMOTION**

All advertising and marketing material produced by the student and distributed while representing the Australian College of Natural Health must meet, and abide by ethical, legal and professional protocols. Students must submit material for approval by the Principal prior to production and distribution.

Promotion of third party products to Australian College of Natural Health students is prohibited.

Use of personal information to third party promotions is a breach of the Australian College of Natural Health privacy policy.

## **4.12 FACILITIES**

Parking - There is ample free parking on the College grounds for students. No responsibility, however, is taken by the College for student vehicles.

Toilets and Kitchen - A coffee/beverage machine is provided for student use at break times. A refrigerator is supplied for student use to store lunches. A cool drink/chip/sweets vending machine is in the kitchen.

Library - Facilities are available for all students during office hours. The Australia College of Natural Health has an extensive library of books and magazines.

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## **4.13 CLASSROOM ETIQUETTE**

It is requested that if students consume food in the classroom or clinic that they clean up and dispose of all rubbish and that they leave the classroom in the manner in which it is found.

All mobile phones must be switched off before entering the classroom.

## **4.14 SEXUAL HARASSMENT**

The clinic and classroom have important procedures in place if sexual harassment occurs, your safety and well being is important to the Australian College of Natural Health.

If an incident occurs with a fellow student or patient, or there is a situation that you are not happy about please report to your supervisor or Trainer immediately. It is important to do this otherwise the College is unaware of the issue.

All matters dealing with improprieties is dealt with confidentially by the College.

Students who have breached confidentiality or ethics within the College, its clinic or on supervised clinical assignments will be immediately dismissed.

# Health, Safety & Clinic

## 1.1 HEALTH & SAFETY AT THE ACADEMY

Your health and safety while studying and training is our highest priority. We aim to provide a safe and healthy environment that minimises the risk of accident. While we take every care with health and safety, you also have a role to play

Responsibility of students/trainees:

- (a) Follow all safety rules
- (b) Report unsafe conditions and practices to your Tutor and/or Administration staff
- (c) Learn and train in a way that maintains your safety and that of fellow students

## 1.2 HYGIENE AND GENERAL HEALTH

- (a) Students must demonstrate appropriate hygiene and grooming at all times, with particular attention to the use of cosmetics and perfumes (suitable to the treatment, environment and hygiene requirements).
- (b) Ensure hair is clean and kept short, or tied back if long.
- (c) For practical classes and clinical practice activities do not wear jewellery, watches, wrist bands or adornments that may come in contact with the client.
- (d) Hand and skin care must be maintained to risk control of infection. Cuts, dermatitis and contagious skin conditions require written doctor clearance for participation in practical activities.
- (e) Nails must be kept short and neat with the cuticles pushed back.
- (f) Maintaining general health is a requirement of working in the health industry. Students are advised not to attend the College while experiencing contagious conditions (including cold and flu). Vaccination for Hepatitis A, Hepatitis B and Flu is highly recommended.
- (g) Students will supply their own linen for all classes and clinics and must provide such in a clean and sanitised condition before commencement of the massage treatment.

## 1.3 DRUGS & ALCOHOL

The College provides a learning/training environment which aims to ensure the health, safety, respect and productivity of all student/trainees. The use of drugs and alcohol may impair an individual's capacity to learn safely, efficiently and with respect for other students. The use of such substances may result in the risk of injury or a threat to your wellbeing or that of other parties. Our policy is that no student/trainee is to attend the College while under the influence of alcohol or drugs. The consequence of breaching this policy is immediate termination of training at the College.

You should check with your Doctor or Practitioner that your prescription does not impair your study performance or put you or others at risk at the College. If you have a specific medical condition please make the Tutor/College aware of your situation so we may best care for your condition.

## 2.0 CLINIC

- 2.1 . Please tell your family and friends to visit the College Clinic and enjoy a supervised consultation in Relaxation Massage, Sport Massage, Energetic Healing

# Health, Safety & Clinic

## **2.2 CLINIC TRAINING**

Compulsory clinic training is required for professional qualifications offered at the College.

You may commence your clinic hours when you have completed the pre-requisite academic requirements as described in the Professional Clinic Training Program course outlines.

Compulsory clinical training is required for completing qualifications offered at the College. Students may commence clinic training when they have completed the pre-requisite academic requirements as described in the Supervised Clinic Pack. This is available at the office on request. Students undertaking clinic are required to adhere to a strict dress code and to provide draping materials, such as towels and sheets for their clinic clients. All other materials are provided by the College.

## **2.3 CLINIC SUPERVISOR ASSESSMENT REPORT**

Students will be assessed on a regular basis by the clinic supervisor against a set criteria, i.e.: attendance, punctuality, ability to demonstrate techniques, etc.

## **2.4 INFECTIOUS DISEASES POLICY**

1. Students who are HIV positive, or a carrier of a Hepatitis virus, must not be discriminated against in any way.
2. No student is obliged to inform any other individual at the College or clinic that they are carrying HIV, Hepatitis B or Hepatitis C.
3. A student who has an infectious disease that could enter an individual's body by the respiratory or gastrointestinal system, e.g., influenza, Hepatitis A, etc., must not attend the College or clinic until a Practitioner has verified he/she is no longer infectious. Absence from the College for any length of time due to such an illness should be discussed with a course counsellor. This will be kept strictly confidential.
4. If a student does wish to inform another individual of the nature of an illness (of any kind), that individual **MUST NOT, IN ANY CIRCUMSTANCE**, reveal that information to any other person without their permission.
5. If a student who is a client in the training clinic confides in the supervisor and/or students that they carry HIV, Hepatitis B or Hepatitis C virus, no individual privy to this information must reveal it to anyone else, without their permission. This confidentiality is naturally, essential for all aspects of the consultation
6. All students involved in bodywork studies should be treated equally with regard to the transmission of body fluids to other individuals. That is, it should be assumed that all students have body fluids which are potential sources of infection.

Students must therefore, in the class or clinic:

### **(a) Cover any breaks or cuts in the skin with a waterproof dressing**

- (b) If a student has any skin break/cut on or near their hands, they must wear, while massaging/touching a client, a pair of disposable gloves. Alternatively, they may choose not to massage or have body contact at that time.
- (c) If a student acting as the client in a bodywork class has a break or cut in the skin:
  - The cut must be covered
  - The area of the cut/abrasion should not be touched or massaged, nor the area immediately surrounding it. This is for not only protecting the bodyworker but also the possibility of 'spreading' the problem, whether it be a simple infection, or a serious disease/disorder such as a skin tumour;
  - The student therapist may choose to wear gloves while massaging the 'client', even if he/she does not massage the particular affected area.

# Health, Safety & Clinic

- (d) If any body fluids are spilled during a class, or during clinic, they should be wiped up with paper towels, while wearing gloves.
- (e) Surface areas should be cleaned with a neutral detergent.
- (f) Towels should be changed for each student/client.

Providing you adhere to the recommended hygiene practices, you are highly unlikely to be infected by HIV, Hepatitis B or Hepatitis C while performing body work therapies.

Remember, you are in the 'helping' profession. Please have respect for the rights and privacy of all individuals

## **3.0 EMERGENCY EVACUATION PROCEDURES**

The College must ensure, as far as practicable, that no person suffers injury or illness as a result of a fire or earthquake in the building where the College is housed.

In the event of a fire, earthquake or a threatening situation, contact the class Tutor or Duty Supervisor. They will call the Fire Brigade, Police or Ambulance. Grab only your handbag or bag LEAVE AS QUICKLY AS POSSIBLE.

Follow the routes for exiting as illustrated in the Emergency Evacuation. Floor plans displayed on the wall in all classrooms and a copy is included herein. Use the nearest fire stairs leading outside the building.

Move calmly and quietly to the outside assembly area and remain at this area in the company of your group/class. On arrival at the assembly area check to determine if anyone is missing from your group/class and if so notify the Tutor/Supervisor as soon as possible so that, if necessary, a search of the building can be made by fire department crew on arrival.

Fire stairs and passageways MUST remain clear at all times.

Do not return to the building until the 'all clear' is given.

# Emergency Evacuation Procedures



**Appendix "A" – APPEAL PROCESS FORM**

Appeal Process Form

Student Name: \_\_\_\_\_ Student Number \_\_\_\_\_

Trainers Name: \_\_\_\_\_

Course: \_\_\_\_\_

Unit: \_\_\_\_\_ Date of Assessment: \_\_\_\_\_

Reason for Appeal

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Student's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Decision**

Follow up Action: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Director's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**APPENDIX "B" – INCIDENT REPORT FORM**

Student Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Course: \_\_\_\_\_ Class: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Time of Incident: \_\_\_\_\_

**Details of Incident**

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Students signature: \_\_\_\_\_

Details of Action Taken:

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Follow up Action taken: \_\_\_\_\_

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Director's Signature \_\_\_\_\_

Date: \_\_\_\_\_

**APPENDIX "C" – COMPLAINT FORM**

Student Name: \_\_\_\_\_

Student ID Number: \_\_\_\_\_

Course: \_\_\_\_\_; \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Time of Incident: \_\_\_\_\_

Describe your comments / concerns: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Describe any effort you have made to resolve your concerns:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of incident or concern: \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**ACNH Decision:**

Follow up Action: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Resolution \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Results given to student: YES / NO \_\_\_\_\_ Date: \_\_\_\_\_

Resolved: \_\_\_\_\_ Signed by Student: \_\_\_\_\_

Director's Signature \_\_\_\_\_

Date: \_\_\_\_\_

**APPENDIX "D" – CHANGE OF ADDRESS NOTIFICATION FORM**

Family Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Course: Enrolled In: \_\_\_\_\_

New Address: \_\_\_\_\_

Suburb: \_\_\_\_\_

Post Code: \_\_\_\_\_ Home Phone Number: \_\_\_\_\_

Work: \_\_\_\_\_

Mobile: \_\_\_\_\_

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

OFFICE USE

DETAILS ENTERED

DATE \_\_\_\_\_



**APPENDIX "E" NOTICE OF WITHDRAWAL FROM A COURSE FORM**

**NOTICE OF WITHDRAWAL FROM A COURSE**

**Note: Withdrawing students are advised to reread the refund policy on**

**Date of Notification** \_\_\_\_\_

Student Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reason for withdrawal: (optional)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Payment Plan: \_\_\_\_\_

Are you paying off your course?    YES    NO    (circle)

Have you returned all borrowed materials to the college?    YES    NO

NB: Students will be billed for all unreturned borrowed materials.

Follow up Action taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Send                      Completed                      form                      to                      the                      College  
ACNH                      PO                      Box                      310                      Rockhampton                      Qld                      4700  
Via email to [admin@bigpond.com.au](mailto:admin@bigpond.com.au)

**Acknowledgement Declaration**

I acknowledge that I have read and fully understand the contents of the student Handbook, which outlines the conditions my rights and responsibilities as a participant of Australian College of Natural Health and that I have also received induction into my training program at the College as outlined on page of this handbook.

.....

NAME

SIGNATURE

.....

DATE

.....

NAME OF WITNESS

SIGNATURE

.....

DATE: