



Australian College of Integrated Therapies
www.acit.com.au

Handbook for Australian Students

Nationally Accredited Courses

CRICOS Registered



Australian College
of Integrated Therapies

Business
Diploma of Business



Australian College
of Integrated Therapies

Massage
Diploma of Remedial Massage
Certificate IV in Massage Therapy Practice
Up-Grade Course

Southport, Gold Coast, Queensland.

◆ **Business** ◆ **Massage**

PO Box 2585, SOUTHPORT BC QLD 4215

● 18 Rawlins Street Southport

● Ph: 07 5526 3222 ● Fax: 07 5526 3233

● www.acit.com.au ● info@acit.com.au





Australian College of Integrated Therapies

Introduction

The Australian College of Integrated Therapies/Australian College of International Training (formerly Verona Academy) is one of the longest running private providers of vocational training in Australia, delivering training on the Gold Coast for approximately 30 years and registered since 1981.

We are very pleased to be able to offer smaller class sizes, enabling individual attention and proving beneficial to students learning needs and development throughout the training. Our team of professional staff excel at their chosen fields and are dedicated to providing students with a valuable learning experience.

The college enjoys a reputation of stability and respect both within the industry, the public and with Government authorities. Dedicated to excellence in the delivery of nationally recognised training, the Australian College of Integrated Therapies/Australian College of International Training is constantly keeping up to date with new training packages and industry standards, thus providing graduate students with the winning edge in all facets of Business and the Natural Therapies industries.

We hope you enjoy learning with us and gaining new skills!

This college handbook is designed to give you information on the college. The college has a responsibility regarding standards of courses and their delivery, the educational interests and the welfare of its students. Students also have a responsibility to the college, their colleagues and the public, to ensure harmonious relations in a learning environment that caters for all students' needs.

We operate according to the Australian Government course and college requirements and try to operate as close as possible to the industry so when you graduate you are confident and competent. We want you to be the best you can be.

If you have any questions, please ask at the college administration prior to signing and submitting.

We are always looking for improvements therefore if you have feedback for us, it would be appreciated.

Best wishes for your course and your journey.

Principal

Disclaimer

The Australian College of Integrated Therapies/Australian College of International Training has taken appropriate measures to ensure the information published in the Student Handbook is current and accurate at the time of printing. Due to some circumstances beyond its control, information may change prior to its next scheduled reprint. Please contact the college to check if the version you have is the latest version.

© Copyright Australian College of Integrated Therapies - 2011

All rights reserved.

The information hereafter is for the sole use of enrolled students attending the Australian College of Integrated Therapies and may not be reproduced, distributed, resold, stored in a retrieval system, or transmitted in any form or by means, electronic, mechanical, photocopying, recording or otherwise, without prior written permission from Australian College of Integrated Therapies Principal.

CONTENTS	Page No.
Introduction	2
Assistance	4
Student Assistance and Services	4
College Fees and Payments	4
Payment plans	4
Initial deposit	4
Language Literacy and Numeracy	4
Counselling	4
Learning assessment methods and procedures	5
Assignments	5
Assignment deadlines	5
Missed lessons	6
Missed assessments	6
Failure to achieve competency	6
Secondary assessments	6/7
Recognition of Prior Learning	7
Credit Transfer/Mutual recognition	8
Transfer between Courses	8
Deferment of Studies	8
Course Withdrawal	8/9
Refund Policy	9
Archiving	10
Replacement of qualifications and statements of attainments	10
External associations	10
Course/unit equipment and product	10
Student clinic	10
Library facilities	11
Absentism	11
Attendance	11
Change of address	11
Student privacy	11/12
Workplace Health and Safety	12
Appearance	12
Lockers	12
Phone Calls	12
Food and Drink	12
Car Parking	12
No Smoking	13
Drug and Alcohol Free Workplace	13
Quiet Please	13
Mobile Phones	13
Student Misconduct and Behaviour	13
Theft	13
Cheating	13
Complaints / Appeals	13/14
Legislation	14
Useful Telephone Numbers	15
Student Acknowledgement	16

MISSION STATEMENT

To be instrumental in the personal and professional achievement of each individual to their highest personal best.

To this end we work as a team, highly motivated professionals in our field, each with personal styles and expertise.

We nurture, encourage, mentor and lead our students in whatsoever capacity is necessary to help them achieve their goals.

PO Box 2585 , SOUTHPORT BC QLD 4215

• 18 Rawlins Street Southport QLD 4215

Phone: 07 5526 3222 • **Fax:** 07 5526 3233

Web: www.acit.com.au • **Email:** info@acit.com.au

ABN: 29 631 342 705 • **ACN:** 010 299 706

STUDENT ASSISTANCE AND SERVICES

If you have any questions, we are more than happy to answer them. If related to course content, ask your trainer in the first instance. If related to administration matters, please see the Administration Manager or the Principal. Where required please see the receptionist to make an appointment for you with the Principal.

Student Welfare and Guidance Services are available upon arrival or upon request in the following areas:

- Course Assistance
- Payments and Fees
- Orientation
- Academic progress
- Change of courses or further study
- Accommodation
- Or personal issues which might impact upon your studies.

If English is your second language, a referral to an English School may be recommended. If you wish to access these services, please speak to the Administration Manager or Principal.

We can also put you in touch with local youth groups, social and services clubs and local sporting associations.

COLLEGE FEES AND PAYMENTS

All payments are required either prior to commencement of classes in the morning at lunch or at the end of the day. **NO PAYMENTS WILL BE ACCEPTED DURING CLASS TIMES.** If any fee payment is not paid by the due date, tuition may cease until such time as the fees are brought up to date and students will not be allowed to commence new units. Any fee payments not paid by the due date will attract a late fee of \$25. If there is an emergency in your life that affects your responsibility to meet college fees, **PLEASE DISCUSS YOUR SITUATION WITH** the Administration Manager or Principal. It is extremely difficult to make allowances for you if we are unaware of any problem.

Credit card payments are subject to a 3% surcharge to cover the bank fees and processing costs.

If action for the recovery of outstanding fees is required the student will be liable for any additional costs incurred by the College necessitated by this action. This must be paid within 7 days of invoice.

Prior to the issuance of any qualification or Statement of Attainment all outstanding fees must be paid and all course requirements met. The appropriate qualification or statement of attainment will then be issued within 21 days

PAYMENT PLANS

We understand full payment up front is not always possible therefore payment plans are available to assist students in paying for their course. The payment plan schedule may be paid weekly or monthly. Please see the payment plan information sheet. \$1,000 is due at enrolment. Your first payment is due on the 25th of the first month of your course. After this time monthly payments are due on the 25th of every month. If you pay your fees by electronic transfer please include your name as a reference on the transfer. Thank you!

INITIAL DEPOSIT

All courses will commence subject to minimum numbers. For Australian students there is a course deposit of \$1000 payable at the time of enrolment except for business by distance. Your position in the course will not be confirmed, nor will you be able to commence a course until this deposit is paid. As this is part of your course fees please see our refund policy regarding refund of this fee.

LANGUAGE LITERACY AND NUMERACY ASSISTANCE

Students may be tested on their language literacy and numeracy (LL&N) skills to determine their suitability for a course if recommended by a Trainer or the Principal. If you are experiencing problems with language, literacy or numeracy please talk with our training staff. We can provide assistance to help you develop these skills and/or make adjustments with delivery and assessment while studying to cater for your situation.

COUNSELLING

If you are experiencing difficulties you may discuss it with the Administration Manager or the Principal at the Australian College of Integrated Therapies and they will try to help you or they can direct you to someone who can better assist you with issues. Your privacy and confidentiality will be respected at all times.

LEARNING ASSESSMENT METHODS AND PROCEDURES

Students will be provided with a variety of learning strategies during their course. The majority of learning at the Australian College of Integrated Therapies involves face-to-face teaching but may also incorporate some outside excursions, video training, industry placement and research activities.

Competency based assessments address the current and relevant National Training Package and will adhere to the four technical principles of assessment: reliability, validity, flexibility and fairness and may take the form of a written assessments, practical assessments, presentations, case studies, role plays, and/or assignments. All units of competency will be assessed using one or more of the above methods.

As your course comes under the VET sector (vocational education and training) we are unable to give you a graded result (as per the Government guidelines). While studying you are given a satisfactory or unsatisfactory. At the end of your course you will be assessed again and a competent or not yet competent will be awarded.

After your first assessment you keep practising your skill through clinic sessions (except for business), review classes and at home. At the end of your course you are assessed again and competency is awarded when successfully completed. Being assessed at the end ensures you are going into your chosen industry confident and competent and job ready. The satisfactory/unsatisfactory, competent/not yet competent complies with the current training guidelines under AQTF.

For an assessment to be deemed satisfactory all questions within a written assessment, all requirements of an assignment assessment and/or practical assessment must be answered correctly, 100% in the old terminology.

Upon being informed of your result - satisfactory or unsatisfactory or competent/not yet competent you are required to sign your assessment cover sheet in acknowledgment of this result.

If you are found unsatisfactory on an assessment you will receive notification of such by your trainer/assessor, they will also inform you of what questions and/or criteria you did not achieve competency in. You must resubmit the areas that did not meet the criteria within 7 days. Failure to resubmit within 7 days will result in a second not competent or unsatisfactory being issued which will require you to re-enrol in the unit, pay again for the cost of the unit, attend those classes and be assessed again. To date, this has only occurred where students have not resubmitted within 7 days due to insufficient effort. We are happy to assist you if you need it!

All qualifications which are government approved are structured so most aspects of the industry you are wishing to enter are covered in training and then assessed. This includes not only the actual skill, i.e. massage or business, but also includes, but not limited to: communicating with the client, teamwork, developing a treatment plan, safe work practices, selling, financial transactions, hygiene and cleaning as appropriate. These are employability skills. A college duties roster is located in the practical room each term and each student participates in duties that are performed in the workplace.

ASSIGNMENTS

We prefer each assignment is to be word processed and is to be stapled in the top left hand corner. The assignment assessment sheet must be attached to the front of the assignment with your name, trainer/assessor's name and unit/s names filled in on all pages. If you submit in any other manner, the assignment will be returned unmarked. Failure to submit assignments may delay your progress into other units. If you do not have access to a computer, neatly handwritten is acceptable.

ASSIGNMENT DEADLINES

Each assignment has a due date. If the assignment is not handed in by 8.30 am on the due date an unsatisfactory will be issued. If the assignment is not handed in completed within one week of the original due date a second unsatisfactory will be issued. The student will have to repeat the lessons and assessments for the unit and the cost of the unit will be charged, payable prior to attendance of the unit. Please note: if the assignment is not handed in by the original due date but is instead handed in within one week of the original due date and does not achieve 100% satisfactory then a second unsatisfactory will be issued and repeating of the lessons and assessments for the unit/s will be necessary and the cost of the unit will be charged, payable prior to attendance of the unit. If personal circumstances make it difficult for you to hand in your assignment in on time, please discuss it with the Administration Manager or Principal. Discussing it in the days just prior to the due date is not acceptable.

To simplify it, you get 2 opportunities to achieve satisfactory (100%). If you hand it in late then you only have 1 opportunity to achieve satisfactory (100%). If you need assistance with the assignment, we are happy to assist.

MISSED LESSONS

Our trainers are working to a strict timetable to enable them to deliver your course in the specified time, they are certainly here to assist you wherever possible, but cannot be imposed upon to deliver private training. They also need time for lunch & bathroom breaks.

We will not reschedule lessons because students have failed to attend. If theory lessons are missed, it is not possible for us to repeat lessons until the next time that unit is offered. If you are unable to be present for designated lessons, it will be up to you to borrow a colleague's notes to familiarise yourself with lessons missed and read the notes already supplied. Check and see if an assignment or assessment information was missed. Some theory lessons can be revised or sat by observation of video lessons, however this must be done in your own time, not when other lessons are scheduled for you. If you require further assistance with lessons, see your trainer in the first instance. Please do not hesitate to book an appointment with the either the Administration Manager or the Principal if you require additional assistance. Your timetable is detailed and combined with the learner guides it is easy to follow what you have missed. We are here to assist – Just ask.

We urge you not to make a habit of missing theory lessons. This is a vital part of your course, and sets you above others in the industry with limited theoretical knowledge. Please do not take for granted the special knowledge we, at Australian College of Integrated Therapies, pride ourselves on providing. Some theory and practical lessons are a pre requisite for other more advanced units of work. Please be aware that if you miss theory and practical lessons you may not be able to move onto more advanced units of work until you have completed all pre-requisites.

Please remember that scheduling personal appointments during your course delivery times is unacceptable. Only in extenuating circumstances may the Principal grant you an exception.

MISSED ASSESSMENTS

Any student failing to attend all scheduled assessments, either practical or written will be deemed unsatisfactory in the applicable unit. The student will get a second opportunity to achieve competency however if unsatisfactory is not achieved at the second attempt then the student is required to re-attend lessons for the unit and sit the applicable assessment/s again. The student will be required to pay for the cost of the lessons and assessments prior to attendance. This may affect your studies if the units following can only be attended if competency was achieved in the unit/s before. The scheduling of the unit is dependent on the college enrolments and timetabling and it may be some time before it is scheduled again. If there is a break in studies for this reason, the original signed payment plan must still be paid.

See secondary assessments in this book for further information.

Any unit where competency has not been achieved (unsatisfactory issued) and no attempt has been made to achieve satisfactory at a second attempt or the student did not achieved satisfactory at the second attempt or the student failed to re-enrol in, pay for and attend the appropriate lessons and sit assessments or the student failed to attend the scheduled secondary assessment will receive unsatisfactory for that unit. This will result in the student not achieving their qualification but instead they will receive a statement of attainment for any units where competency has been achieved. If the student was enrolled in units only and not a full qualification then it may result in no statement being issued or a statement being issued for other units where competency has been achieved.

Please note: There will be no provision for extension because of insufficient time to study.

We are happy to make a provision for hardship and extenuating personal circumstances. Don't leave this until the last minute.

FAILURE TO ACHIEVE COMPETENCY

Should a student fail to achieve satisfactory/competency three (3) times for different units, they will be required to attend an interview with the principal so we can work with you to assist in achieving your goals.

Training agreements may be terminated with no refund if it is happening due to the student not putting in the effort at the college and at home. If you are receiving Government assistance, your assistance may be jeopardised as we will be required to notify the relevant authorities.

If you are experiencing difficulties either with your studies or with an outside situation and require assistance or need us to make adjustments with your studies to support you in a challenging time, please let us know.

SECONDARY ASSESSMENTS

A secondary assessment is where you have not attended the first scheduled assessment for whatever reason or you attended but did not achieve satisfactory at the first scheduled assessment. It is a second scheduling of an assessment (if you did not attend the first scheduled one, for whatever reason) or a second attempt if you have previously attended.

Apart from students who have applied to defer or withdraw from their studies, all students are required to complete any and all secondary assessments both theory & practical within 1 week of the original assessment where possible. The rescheduling of a practical assessment may be outside of the week if an assessor is unavailable in that time.

There is no charge for a secondary **written or assignment** secondary. Please note, every student has 2 opportunities to achieve satisfactory (or competency at the end of the course) therefore if you do not attend a first scheduled assessment or you did not hand in your assignment on or by the due date and time then you must achieve 100% satisfactory at the scheduled secondary assessment or assignment. This means you only get 1 opportunity to achieve satisfactory instead of 2. If you can supply the college with a valid Doctors certificate within 5 working days of the 1st scheduled assessment then you have 2 opportunities to achieve satisfactory. These 2 opportunities are subject to time guidelines already outlined in this handbook.

If 100% satisfactory is not achieved after 2 scheduled attempts (whether or not the student attended them) then the student must enrol in and pay for the lessons and assessments and assignments again. Payment must be made prior to attendance and the original signed payment plan must still be paid.

All scheduled secondary written assessments are usually conducted outside of your standard college timetable, on a day you would normally attend, before or after your classes. Arrangements can be made to schedule written assessments on other days however this must suit both parties.

Practical assessments cost \$30 per 1.5 hours and are subject to assessor availability and are usually scheduled on a day you would normally attend, outside of your college timetable, before or after classes. If it is scheduled on a day not normally attended by both the student and assessor to suit the student the cost will be charged out at the actual cost of the applicable assessor. Please note: under certain awards there is a 3 hour minimum for employment. Any assessments scheduled to suit the student on a non-attendance day will be invoiced out at the cost of the assessor. This cost is approximately \$100. To simplify it – if the assessment is before or after the normal day, the 3 hours is part of the day then the cost is \$30 for 1.5 hours. If the assessor has to come in especially for the assessment, the student must pay this cost.

If a student does not attend a scheduled secondary practical assessment and does not give minimum 12 hours notice that they do not intend to attend then they will be charged the appropriate fee as the college will still be required to pay the appropriate fee to the assessor. Notice must be to a staff member, not left on the answering machine.

The student is required to supply the college within 5 working days of a scheduled secondary assessment a valid Doctors certificate if they did not attend a scheduled secondary assessment. This is for both written and practical assessments. This is for both instances where a student notified the college of non attendance 12 hours prior or did not notify them or their intention to not attend. If no Doctors certificate is supplied in the time frame, a second unsatisfactory will be issued.

Students who have not achieved satisfactory after their scheduled secondary assessment or have been absent and cannot produce a valid medical certificate for the time of the secondary assessment, will be required to re-enrol in the Unit of Competency (when next available at the college, in order to receive their full Qualification. Re-enrolment application fees and current unit costs will be at the student's expense. Students who are able to produce a valid medical certificate within 5 working days for non attendance at a scheduled secondary assessment will have their assessment rescheduled within 4 weeks of the previous secondary assessment date.

If unit assessments remain outstanding and the student fails to re-enrol within 30 days of the scheduled course and/or unit completion date as specified above, a Statement of Attainment will be issued for any units successfully completed. Should the student wish to complete their previously enrolled qualification or units they will be required to re-enrol in the current equivalent course or units, at the current fees and a credit transfer application made for any appropriate units. Please refer to our Credit Transfer Policy regarding fees. Please note, under package and industry rules and guidelines, qualifications and statements of attainment may only be issued if there is currency. This means if you leave it too long to return to complete your studies and you have not used the appropriate skills in the interim then your skills are not current and the college cannot issue a qualification or statement of attainment.

The above policies are not a source of revenue for the college. They are designed to pay for the extra administration and teaching work that arises when students don't complete their tasks on time. Please don't leave your study until the last minute.

RECOGNITION OF PRIOR LEARNING

Recognition of prior learning/Recognition of current competencies is a process that recognises your skills and experience, regardless of where and when the learning occurred. You may have gained the skills through any combination of formal or informal training and education, work experience or general life experience. Under the Australian Quality Training Framework you will also be required to provide evidence of currency. This learning is mapped against the learning outcomes of your enrolled course of study.

If you wish to have your existing skills formally recognised the RPL application form must be requested **prior** to enrolment and formal lodgement must be made **at enrolment**. All evidence and forms are to be lodged with the application form along with a non refundable application fee of \$80 per unit. The fee is payable regardless of the outcome. All RPL units granted at this time will receive a 100% discount off the total unit cost where the RPL has been granted. If all information, necessary completed forms and fees are not received on enrolment it is possible your RPL may still be granted after that time however the full cost of the unit/s are still payable.

Should the college determine a practical and/or theory assessment is required to establish competency in those unit/s or qualification you have applied for RPL in, these must be completed 2 weeks prior to commencement of your course at a time convenient to both yourself and the college. The following fees apply in addition to the application fee for these assessments and must be paid prior to assessment: \$50 fee per assessment for each theory and practical assessment to a maximum of \$350 per day.

CREDIT TRANSFER AND/OR MUTUAL RECOGNITION

Credit transfer/Mutual Recognition will be granted to a student who can provide a Certificate or Statement of Attainment issued by another Registered Training Organisation. Recognition on this basis will only be given to a student who can provide original documentation or a certified copy which bears the same identification and unit code/s. Request for mutual recognition/credit transfer must be made in writing **prior** to course enrolment on the RPL application form. The application outcome will be notified within seven days of lodgement. The cost per qualification for mutual recognition is \$0 if the required information is supplied at enrolment. If the required information is not handed in at enrolment, a \$50 fee per qualification will be invoiced. This is payable within 7 days. If the statement of attainment/qualification was issued some length of time before and the student does not have current competency then this may jeopardise granting of a credit transfer or mutual recognition. You may be required to perform a practical and written assessment. See details on assessments elsewhere in this handbook.

Should students who are currently attending or who have attended in the last 2 years wish to re-enrol in further training at the Australian College of Integrated Therapies/Australian College of International Training and request credit transfers/mutual recognition for recent competencies achieved at ACIT, no credit transfer fees will be charged for the recognition granted, provided that an RPL Application Form and Enrolment Application form with your original transcript is received and approved prior to commencement of their additional studies. As student files are archived once they complete their studies, all past students are required to produce the original transcript or a certified copy when applying.

If past students are unable to produce the evidence required then retrieval from archives will be required. Please refer to that section in this handbook.

TRANSFER BETWEEN COURSES

It is possible to transfer between courses within the same modality provided the second course you have chosen is available during that college term. Should a student wish to transfer prior to their course commencement date (not less than seven (7) business days before study commences, there is no charge and course fees can be transferred with the difference in course fees adjusted accordingly and a new invoice and payment plan issued where applicable. Once training has commenced, however, transfer between courses will result in an administrative charge of \$150, as well as the balance of any additional course tuition fees.

In the event that the transfer is to a course of lesser value, please see the refund policy.

All transfers must be in writing to the Principal and the \$150 charge (if applicable) must be paid when the application is lodged. Notification of your transfer application will be within 7 working days.

If a student wishes to change courses outside the enrolled modality, either prior to or after commencement of their training, then a withdrawal and re enrolment will be required. Please refer to the withdrawal and enrolment sections of the student handbook.

DEFERMENT OF STUDIES

Should a deferment of study be required, the enrolled student (or legal guardian if under 18 yrs) must notify the Principal in writing within 48 hours. Deferment is only available once per qualification and an administration fee of \$50 must be paid on application.

All course fees paid will be held for you should a deferment be granted. The student remains liable for any unpaid portion of course fees which must be paid as per the agreed treatment plan and for any increase in tuition fees which may occur as a result of the time taken to recommence studies.

Any fees held are for the use of that student only and are non-transferable to other persons. You must apply in writing to recommence your studies. If you do not apply in writing to the Principal to recommence your course within 12 months of the date the deferment was granted, all course fees paid will be forfeited.

Once the application for recommencement has been received, Australian College of Integrated Therapies/Australian College of International Training will notify you of your return date within fourteen (14) days, except if it is the longer break during December/January where we are closed during the Christmas break. If a decision is pending during this period then we will respond to your deferment within fourteen (14) days of re-opening. Your return to study will be subject to placement availability for that course. A delay in your return to study may result.

When planning to return after deferment the student must take into account when a new term is commencing. The maximum time is 12 months and in most cases a student cannot commence part way through a term as units would have already

commenced and competency could not be achieved. As a result returning prior to the 12 months to recommence with a new term may be required.

COURSE WITHDRAWAL

For withdrawals prior to commencement see college refund policy.

If a student decides to withdraw from the enrolled course, written notification must be given to and received by Administration staff. The withdrawal takes effect from the date the written notification was received.

The student is liable for the cost of any units commenced whether completed or not. If the cost of the units commenced/completed has not been covered by the original payment plan at the time of withdrawal, the student must pay the outstanding amount within 14 days of written withdrawal notification.

If the outstanding amount is not paid within 14 days then legal proceedings may commence to recover monies owed. If action for the recovery of outstanding fees is required the student will be liable for any additional costs incurred by the College necessitated by this action.

Prior to the issuance of any qualification or Statement of Attainment all outstanding fees must be paid and all course requirements met. The appropriate qualification or statement of attainment will then be issued within 21 days.

A \$100 withdrawal fee will be charged to cover administration costs.

REFUND POLICY

Australian College of Integrated Therapies has, in line with government requirements, a fair, reasonable and equitable refund policy guaranteeing refund of students' fees where applicable.

All requests for refunds must be made in writing.

For unit only enrolments

- If a refund is requested in writing more than 15 days prior, a full refund will be given.
- No refund is paid if less than 14 days notice is given.
- The fees paid are not transferable to any other student or course.
- If the course is cancelled by the college a full refund will be paid within 14 days except during extended holidays ie. Christmas/New Year where a refund will be paid within 28 days.

For full course enrolments:

- If a refund is requested and received in writing 28 days prior to course commencement, a full refund will be given.
- If a refund is requested and received in writing between 14 - 27 days prior to course commencement, a full refund will be given less a \$100 administration fee.
- If a refund is requested and received in writing between 7 - 13 days prior to course commencement, a cancellation of enrolment fee will be charged. This fee is \$200.
- If a refund is requested and received in writing between 1 – 6 days prior to course commencement, a cancellation of enrolment fee will be charged. This fee is \$500.
- If a student does not cancel an enrolment, fails to attend the course from the start time on the first scheduled day of the course and then requests a refund, a cancellation of course fee will be charged. This fee is \$1000.
- Should Australian College of Integrated Therapies cancel a course, participants are entitled to a full refund.
- All approved refunds will be paid within 14 days of receipt of the written application except during extended holidays ie. Christmas/New Year where the refund will be paid within 28 days.

The dispute resolution processes do not circumscribe the student's right to pursue other legal remedies

- This agreement does not remove the right to take further action under Australian Consumer Protection Laws
- Australian College of Integrated Therapies will pay the refund amount to the person who enters into the contract with Australian College of Integrated Therapies (or parent/legal guardian if under 18 yrs), unless the person gives a written direction to Australian College of Integrated Therapies to pay the refund to someone else.
- Any refund paid will be in Australian Dollars. Any additional charges for currency exchanges or agents fees will be at the cost of the student.

ARCHIVING

Student files will be archived 30 days after the scheduled course or unit completion date. Should a student file need to be retrieved after this time a fee of \$50 applies to retrieve the archived file.

REPLACEMENT of QUALIFICATIONS & STATEMENTS OF ATTAINMENT

Requests for replacement of Certificates, transcripts or Statements of Attainment will be issued on receipt of a written request stating the reason for replacement. An administration fee of \$50 for retrieval plus \$20 per qualification will apply if the student's file has been archived. If it has not been archived, the cost will be \$20 per qualification.

EXTERNAL ASSOCIATIONS

As Australian College of Integrated Therapies and its courses are recognised nationally, it is possible for you to gain membership or additional recognition from these industry recognised groups.

We urge you to join to assist in your ongoing professional development. Membership to these associations is optional; however it is beneficial to join the relevant associations during the course of your studies as membership costs are usually lower for students.

Some Organisations you may be interested in are, however not all of these groups are applicable to your course.

- AMT – Association of Massage Therapists
- AAMT – Australian Association of Massage Therapists
- IFA – International Federation of Aromatherapists
- ANTA – Australian Natural Therapies Association
- ATMS - Australia Traditional Medicine Society

COURSE/UNIT EQUIPMENT AND PRODUCT

Your course fees cover all textbooks, product and equipment used here at the college through the duration of your studies. Not covered are consumables and linen. Consumables include: tissues, cotton buds, cotton balls, eye pads and gloves. Students are also to supply their own linen required for their particular course. Linen required will depend on the enrolled course and the unit being studied however in most cases handtowels, large towels, chux (or similar for facial cleansing), headband, a pillow and slippers and a warm cotton throwover for winter classes will be required. Please ensure linen is laundered regularly to maintain hygiene and cleanliness standards. Your trainer will notify you the requirements for each unit. It is usual for 1 box of tissues, 1 packet of cotton buds, 1 box of gloves, 1 packet of cotton buds and 1 packet of eye pads per term.

Bringing in your own linen and consumables helps keep course fees down.

We suggest all students bring paper or a blank exercise book to make additional notes throughout their course. Please bring a pen, pencil, ruler, eraser, highlighter, scissors and a stapler daily.

STUDENT CLINIC

Once you are growing familiar with your new skills, you will have the opportunity to work on clinic models. (In massage) These people pay a nominal fee to contribute to costs of product and equipment. Student clinic is an important component of your course as many different skills are bought together in a clinic style environment. Attendance at the student clinic must remain appropriate to ensure you are able to bring all skills together including: the actual skill/s being performed, communication, rebooking, selling, the client consultation, hygiene, cleaning, working tidily, referral, theory knowledge and financial transactions. The clinic is an assessable component of your course. If your attendance is inadequate you will be required to produce a Doctor's Certificate for all absences. Any absences for the student clinic are required to made-up in the future prior to course completion. Final assessments cannot be attended until clinic hours are bought up to date.

Models and clients must turn off their mobile phones. In the event of an emergency, staff and students have a duty of care to ensure models are directed to emergency exits. Models visiting the student clinic realise you are in training, and are happy to assist in your professional development

Students are encouraged to practice acquired skills on family at home, however please be aware that if you perform fee-for-

service treatments prior to completion of your course and qualifying you are risking litigation claims for damages if any harm is caused to your client. Further, if you are employed in industry prior to qualifying, the employer may be under no obligation to insure against your inadequate practice.

No student is permitted to perform treatments on college models off the college premises while they are enrolled at the college. If a student is found to be performing treatments off site on college models then the student will be expelled from the college immediately subject to the appeals process. Course fees will still be payable for any units commenced, whether completed or not in this instance.

LIBRARY FACILITIES

Books, Magazines, Journals and Video tapes are available for your use for research etc. Research is an important part of your course so whenever you have time, we suggest you avail yourself of the library. Books are able to be borrowed, maximum of four at any one time, for two weeks only. Staff must sign your chosen book out and in. Photocopies are available to you at a cost of 10c per copy subject to the copyright act. Students are to ask staff to photocopy, not help themselves.

VIDEO TAPES

Video tapes may be borrowed for one week. Please ensure tapes are not damaged or taped over. Failure to return video tapes after one week results in a \$80 charge which is to be paid with seven (7) days. If it is not paid, training will cease until the outstanding amount is paid in full.

ABSENTEEISM

An attendance rate of around 80% is a course requirement. If your attendance falls below that level then you will be required to attend an interview with the Principal to determine what actions are required to be taken to rectify the situation. If you are receiving Government assistance, your assistance may be jeopardised: we will notify government agencies in accordance with their specified requirements.

ATTENDANCE

All students are to sign the register on arrival and departure. This register is found on the desk in reception at the top of the stairs. This register is used as a check on absenteeism for Government Austudy (Centrelink) and Abstudy records, and in the case of emergency evacuation. If any student is found to be falsifying times/days attended in the attendance register or signing in on behalf of another student, they may be expelled or suspended from the college.

Training packages are to prepare students for the workplace. As a result, a part of every course is us assessing you on employability skills as per the performance criteria supplied to us by the Australian Government. These include attendance, punctuality, hygiene, cleaning, teamwork and many other skills that are all a part of your employment in your chosen industry.

If you are running late please call and let us know like you would if attending work. If you will not be attending, please call and let us know by 8.00 am like you would at work also. If you have to leave the college during the day and will not be attending your classes, please let us know prior, just like you would at an employment situation.

Prior to 8.00 am notification may be left on the answering machine. This is particularly important for practical lessons when you have models booked in. If you call too late the model will have left home and will arrive at the college to be informed their treatment has been cancelled due to absenteeism not notified early enough. If absent due to illness for more than a day, a Doctor's Certificate is required. Centrelink recipients must have a Doctor's Certificate if absent due to illness. ACIT will comply with DIAC and Centrelink requirements. A doctor's certificate is required for non-attendance at a practical or written assessment or additional fees will apply. See assessments.

The college operates on four 10 week terms, with a short break between terms and approximately two months break in December/January. Please check with the college for exact term dates. The breaks between terms are usually one week after term 1 (end of March/April) 2 weeks in the middle of the year (end of June/July) and one week early September. Classes for fulltime students finish at the end of November so for those finishing they still have time to find employment prior to Christmas.

CHANGE OF ADDRESS

Any changes to student details including address, email and phone numbers must be given in writing to the Administration Manager within forty eight hours. A change of address form should be completed and is available from the Administration Office.

STUDENT PRIVACY

In compliance with the Privacy Act, all information requested and stored by Australian College of Integrated Therapies will only be used for the process of accurately maintaining student records. All information will be kept confidential and access to this

information is only available to the Principal and Staff or DIAC, Centrelink and other government departments that may have authority to request such information. A copy of the College Privacy Policy is available from the Administration Manager. In some cases, student names will be provided to suppliers for awards, but no other information will be given out.

At times during the course, staff, other students or contractors may take photos and/or video for use in promotional activity. These photos will remain the property of the Australian College of Integrated Therapies and will not be sold to any third party. Some of the media may be used for promotional editorials in public and professional publications and other such media. By signing this handbook, you acknowledge your acceptance in participating in such activities. Should students wish to view or purchase copies of any such photo/video outside the normal distribution, this request should be made in writing to the Administration Manager.

At times another student may request they take of photo of their work. This often occurs with make up where they want photos of their work to begin their portfolio. By signing this handbook you are agreeing to a student taking your photo for their personal professional portfolio. You are also agreeing that if you are taking photos, the photos will only be used in your personal portfolio for professional reasons only and will not be used for any other reason. No money will be paid by the college or by a student for these practices.

WORKPLACE HEALTH & SAFETY

It is the intention of Australian College of Integrated Therapies/Australian College of International Training to achieve high standards of health and safety in preventing work related injuries and illnesses. These high standards are achieved through the college and its staff and students being committed to actively taking steps to control hazards. With everyone working together to create and maintain safe healthy workplaces, we endeavour to avoid or minimise accidents, loss and suffering. Don't pick up a weight over 10 kg, and be careful near electrical equipment, chemicals and hot items.

With this in mind it is extremely important to follow all college policies and procedures, especially those related to higher risk activities, electricity use, hygiene and the wearing of no jewellery and the correct style of clothes for your course. Your trainer will explain, but if you are unsure of particular procedures, please ask.

INDUSTRY PLACEMENT

Some courses may have an industry placement/s as part of their program. We encourage students to choose a salon, clinic or business that fits with their direction of choice after graduation. By this I mean if you prefer to work in one of the large International Hotels after you graduate then try and go there for your placement. It is a great way of gaining employment as the employer gets to see how you perform and you also get to see if that workplace is for you. Many students have gained employment this way.

APPEARANCE

A neat, well groomed appearance is essential for your professionalism, the industry you are entering and college expectations. Under the training package requirements from the Australian Government we are required to assess you in presentation. Please ensure you are following the policies in this handbook so you can be graded 'competent'. Most common areas of non compliance are: cuffs too long which can be a safety issue, wearing of jewellery, hair not back and finger nail lengths.

Massage students are to wear black shirts with sleeves and long or three quarter length plain black trousers and flat, rubber soled, closed shoes (including closed heel) in black only (no runners). For safety reasons incorrect attire can result in being denied access to training: you will be directed to go home and change.

Under no circumstances are sandals, joggers, board-shorts, hats, sunglasses or tracksuits to be worn.

Discreet day make-up is appreciated, although we do not require a full make-up daily, particularly if you are having trouble with your skin. Hair is to be worn tied back and pinned back off the face, clean and tidy.

Please do not wear jewellery to the college if you are a massage student for safety reasons. Lockers are provided however Australian College of Integrated Therapies/Australian College of International Training will not take responsibility or be held liable for loss and/or damage of jewellery or effects.

Due to safety, theft and Occupational Health and Safety legislation, jewellery worn to the College must be removed prior to your 1st lesson and placed in your locker for the day. This policy reflects current legislation for the industry and risk minimisation for insurance. Please be aware that this requirement is assessable under the training package. If you are assessed unsatisfactory on more than 2 occasions – i.e. asked to remove jewellery twice, you will be required to re-enrol in the appropriate unit, pay the cost of the unit upfront and be assessed again.

LOCKERS

Students will be provided with a locker. Please return the key on the last scheduled day of your course or when requested. A fee of \$10.00 will apply to replace any locker key which is lost or not returned at the end of your training. If a locker key is not returned and no spare key is available, the student is responsible for organising a locksmith to attend the college within 14 days of the key being lost or of course completion (whichever is applicable) and provide us with a key for your locker. The student is responsible for all costs associated with replacing their locker key.

PHONE CALLS

Personal outgoing calls are not permitted on the college phones except in an emergency. Phone messages will be taken for you on (07) 5526 3222.

FOOD & DRINK

Food and drink may only be consumed in the student lunch room or front balcony. Hot water is provided for tea and coffee. You must provide your own mug which should be kept in your locker. Please clean them and don't leave them on the sink. Storing opened items in the refrigerator is done at your own risk.

PARKING

The College has very few parking spaces and they are not allocated. Use of the car park is at your own risk and the College will not be liable for any damage, theft or loss incurred to your car while parked in the car park. If you damage other vehicles or the car park you are legally responsible to fix the damage within 30 days. Damage must be repaired by qualified repairers or tradespersons.

NO SMOKING

No smoking inside, on veranda areas, at the front of the building, under the air conditioning vents outside, in the car park or any other area as per Qld Government legislation.

From your fellow students' perspective or a clinic model perspective, it is most unpleasant to have a smoker leaning over you, performing a treatment. Please be aware if you are a smoker, that you should use a mouthwash after smoking, and keep hands and clothing free of tobacco odours. Australian College of Integrated Therapies/Australian College of International Training respects the rights of individuals however we encourage you to avoid tobacco smoke which is recognised as a major cause of serious illness in the community.

DRUG & ALCOHOL FREE WORKPLACE

Australian College of Integrated Therapies/Australian College of International Training prohibits any students, staff or visitors to use or traffic illegal drugs or abuse the use of prescribed drugs or alcohol while on the college premises or at any event representing the college. Also prohibited is being on the premises under the influence of illegal drugs or alcohol, including a hangover. Violation of this policy will result in immediate disciplinary action, which may include expulsion from the college. Being under the influence of alcohol, drugs or a hangover may jeopardise safety for other students and the trainer.

QUIET PLEASE

Consideration toward others is of utmost importance. Noise level and quality of your conversation may offend others who are working and/or the model they are working on. Please do not drag furniture or couches around.

MOBILE PHONES

Mobile phones are not allowed in lessons unless approval has been given by the Principal prior due to a personal situation. All phone must be off or on silent while in the building. It is very distracting to hear phones ringing from within the lockers or bags. It is your responsibility to ensure your models turn their phones off as well please.

STUDENT MISCONDUCT & BEHAVIOUR

Students are required to follow any lawful directive given by a staff member, particularly if it is in relation to safety. A high standard of behaviour must be maintained at all times while on the premises of Australian College of Integrated Therapies or while wearing the College uniform. The use of unseemly or obscene language is not acceptable at any time.

Behaviour must not cause damage to property or interfere with the comfort of any person lawfully on the premises of Australian College of Integrated Therapies. A student may, at the discretion of the Principal be suspended, expelled and/or be billed for damage caused by the behaviour of the student. An appeals process is available to a student affected by the decision of the Principal.

THEFT

It is a criminal offence to steal from the College, staff, a client, model or a fellow student. The relevant authorities will be notified and immediate expulsion from the college will result and you will not be entitled to any refund of fees paid and remain liable for any fees owing as per any signed payment plan. Australian College of Integrated Therapies accepts no responsibility for lost or stolen items. As previously advised, please do not bring valuable items to the College.

CHEATING

If any student is found to be cheating in any type of assessment at Australian College of Integrated Therapies, in the first

instance the student will immediately be given a satisfactory or a not yet competent grade for that assessment and will be required to sit another assessment within one week at an additional cost of \$100. If the same student is caught cheating again, they will be expelled from the college. There will be no refund issued and the student will remain liable for any outstanding fees. If action for the recovery of outstanding fees is required the student will be liable for any additional costs incurred by the College necessitated by this action.

COMPLAINTS / APPEALS

Immediately a student complaint or appeal is advised the student must be advised of their right to have the dispute/appeal dealt with through the organisation's internal dispute resolution process, but also that the student has the right to take their complaint or appeal directly to the relevant State/Territory Registering Body if he/she wishes to do so.

He/she may nominate a support person to accompany him/her at any stage of the dispute resolution process.

The Australian College of Integrated Therapies has developed this customer complaint and appeals procedure to:

- reassure students that any dispute or appeal will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution;
- ensure that students have a clear understanding of the steps involved in the Organisation's complaints and appeals policy; and
- provide students with contact details of public independent authorities who may assist in the event of a dispute or grievance
For example: The Citizens Advice Bureau, 18 Bay Street, Southport 4215, Ph: 07 55 329611.

The aims of this policy are to ensure that:

- all students are aware of the Australian College of Integrated Therapies Customer Complaints and Appeals Process and their right to take their complaint to the State/Territory Registering Body if they wish to do so;
- all complaints received will be given consideration with full attention to detail with the objective of an amicable settlement to all parties concerned;
- resolution to any dispute between aggrieved parties will be addressed informally and in an open and trusting environment; and,
- all matters will be resolved with reference to the Win-Win principles of dispute resolution
- Complaints received will be documented and acknowledged by the Australian College of Integrated Therapies. All complaints will be resolved and a written response issued to the Client within 7 working days.
- All appeals must be lodged in writing within 14 days period of completion of the unit which is the subject of the appeal and the student will be notified in writing of the outcome and the reasons for that outcome.

All appeals proceed to **b. Resolution by the Principal**. Appeals will be dealt with by two or more persons, one of which must be independent if possible. The Principal reports the results of the appeal and any corrective action to be taken to all concerned parties.

a. Local Level Resolution

The College encourages open communication and an environment of trust.

Therefore, any student with a complaint is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought.

b. Resolution by Trainer/Assessor/Administration Manager/ Principal

Should the matter remain unresolved following **(a)**, or should **(a)** be inappropriate, the student is encouraged to contact the Australian College of Integrated Therapies Trainer/Administration Manager or Principal, whichever staff member is appropriate. The appropriate person will consider the grievance and recommend a resolution.

c. Resolution by Arbitration

Should the matter remain unresolved following **(b)**, the Principal will appoint an independent arbiter to review the dispute and suggest an amicable solution.

If the student is concerned about the conduct of the registered provider he/she may contact the Director General of Education through:

The Senior Education Officer
Department of Employment, Training and the Arts
GPO Box 69
BRISBANE QLD 4001

A copy of any documentation relating to any complaint or appeal concerning a learning program associated with ACIT will be filed and held by ACIT for seven years.

LEGISLATION

All staff/students should be aware of the availability of the following state and commonwealth legislation:

Workplace Health & Safety Act 1995 QLD – provides information about workplace health and safety and the relevant responsibilities.

Human Rights and Equal Opportunity Commission Act 1986 Commonwealth - An Act to establish the Human Rights and Equal Opportunity Commission, to make provision in relation to human rights and in relation to equal opportunity in employment, and for related purposes.

Anti Discrimination Act 1991 QLD – provides information to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

Industrial Relations Act 1999, QLD – provides information for industrial relations covering social justice, discrimination in employment, equal remuneration, work/home balance, efficient operation of enterprises, wage and employment conditions, job growth, skills acquisition, vocational training and support for negotiations and resolution of industrial disputes.

Workplace Relations Act 1996 Commonwealth – provides information for cooperative workplace relations which promotes the economic prosperity and welfare of the people of Australia.

The Racial Hatred Act 1995 Commonwealth - An Act to prohibit certain conduct involving the hatred of other people on the ground of race, colour or national or ethnic origin, and for related purposes.

Occupational Health and Safety (Commonwealth Employment) ACT 1991 - An Act to promote the occupational health and safety of persons employed by the Commonwealth and Commonwealth authorities, and for related purposes

Equal Opportunity in Public Employment Act 1992 – provides information to promote equality of employment opportunity.

Vocational Education, Training and Employment Act 2000 – provides information for the effective and efficient provision of high quality vocational education and training.

Sex Discrimination Act 1984 - to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status or pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs.

Privacy Act 1988 – provides information for appropriate collection, holding, use, correction, disclosure and transfer of personal information.

Public Health (infection control for Personal Appearance Services) Act 2003 QLD – aims to minimise the risk of infection that may result from the provision of personal appearance services. Gives advice on taking reasonable precautions and care to minimise risks of infection in the Personal Appearances Services industry.

Copyright Act 1968 – An act relating to copyright and the protection of certain performances.

The above information is detailed on the Queensland Government website: www.legislation.qld.gov.au. If you do not have access to the internet please see the Administration Manager or Principal.

Useful Telephone Numbers

Australian College of Integrated Therapies

(07) 5526 3222

Emergency 000
Police 000
Fire 000
Ambulance 000

Transport Information

Bus information 131 230
Train information 131 230
Taxi information 131 008

Australian Taxation Office

Tel: 132 861 (general)
Website: www.ato.gov.au

Life Line Counselling

24 Hour Crisis Line
Tel: 13 11 14

Department of Immigration

Tel: 131 881
Website: www.immi.gov.au

Public Hospital

Tel: 5519 8211

Centrelink

Tel: 13 1021

Please keep this student handbook in a safe place for the duration of your course. You may need to refer to it for clarification.

Thank you for enrolling at the Australian College of Integrated Therapies

Principal

STUDENT ACKNOWLEDGEMENT

It is the responsibility of the student (or their parent/ guardian if the student is under 18 yrs) to ensure all college policies are clearly understood and to seek clarification from the college administration if necessary to achieve this.

I _____, DECLARE THAT I HAVE READ AND UNDERSTOOD THE COLLEGE STUDENT HANDBOOK AND THAT I HAVE BEEN GIVEN AN OPPORTUNITY TO ASK QUESTIONS AND HAVE THEM ANSWERED.

AS A RESULT I UNDERSTAND THE COLLEGE POLICIES AND WILL ABIDE BY ALL POLICIES IN THIS DOCUMENT.

NAME: _____

SIGNATURE: _____

DATE: _____

All students must read and sign above and hand this page back to the Administration Manager on enrolment. This page forms part of your enrolment.

PARENT/ GUARDIAN ACKNOWLEDGEMENT
(For students under 18 yrs)

I _____, DECLARE THAT I HAVE READ AND UNDERSTOOD THE COLLEGE STUDENT HANDBOOK AND THAT I HAVE BEEN GIVEN AN OPPORTUNITY TO ASK QUESTIONS AND HAVE THEM ANSWERED.

AS A RESULT I UNDERSTAND THE COLLEGE POLICIES AND WILL ABIDE BY ALL POLICIES IN THIS DOCUMENT.

NAME: _____

SIGNATURE: _____

DATE: _____

