



Australian College of Integrated Therapies
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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

Gold Coast, Queensland, Australia

◆ **Business** ◆ **Massage**

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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 than most colleges, 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 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 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.

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

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

Best wishes for your course and your journey.

MISSION STATEMENT

To be instrumental in the personal and professional achievement of each individual towards reaching 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

Fees are subject to change. Please confirm fees with the college prior to enrolment to ensure you have the latest information.
Your "Letter of Offer" provides an itemised list of course money payable by the student.
Once you commence, course fees are fixed.

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Welcome to: ACIT

□ Australian College of Integrated Therapies

Enrolment – Please note that this Student Handbook, Application Form, Course Fees Invoice, Payment Plan and Offer Letter all form part of the enrolment process. Each form must be read, completed and the Application Form, Student Handbook Received and Read Acknowledgement (final page) and the Offer Letter must be signed as indicated in order to enrol.

Easy Guide to ESOS – The Education Services for Overseas Students Act 2000 governs the responsibilities of education institutions towards overseas students. The act protects the rights of overseas students to ensure they receive the quality education they pay for. Please view the Easy Guide: available online at http://www.aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm

Disclaimer

Australian College of Integrated Therapies 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 changes from time to time. The Management at Australian College of Integrated Therapies/Australian College of International Training recommends that you check the on-line version of this handbook. The Management reserve the right to make changes where required. Any changes will be published and circulated throughout the student body. Prior to enrolment please confirm you have the last version of this document. Your ACIT tuition fees as indicated in your “Letter of Offer” will not change after your enrolment has been accepted. Please feel free to contact the college direct to confirm any matter of concern. If you have appointed an Education Agent please feel free to check whether they are our authorised representatives.

As part of our “Continuous Improvement” policy we always welcome feedback about any aspect of your ACIT experience. E-mail us any time on info@acit.com.au or phone +61 7 5526 3222

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RTO Registration No 31051
CRICOS Provider No 00598J

COLLEGE FEES AND PAYMENTS

INTERNATIONAL STUDENTS

International students who have received a Letter of Offer and decide to study at ACIT pay a deposit before receiving their Confirmation of Enrolment. The balance of the course fee is divided into monthly instalments calculated evenly throughout the duration of the course. These payments are due on or before the 25th of every month. Your "Letter of Offer" will provide an itemised list of course money payable and a "Payment Plan".

Payment is required in full before the end of the course. The college reserves the right to withhold your Certificate or Diploma if your fees are unpaid. The college reserves the right to end your enrolment if you have not paid your fees as per your Payment Plan 20 working days after giving you a written warning.

Students who meet the entry criteria will receive a Letter of Offer if their application is in order. This outlines the monthly payment plan and the dates that payments are due. Once the deposit (and health insurance if requested: see below) are paid and all the completed paperwork returned, a CONFIRMATION OF ENROLMENT (CoE) will be issued for your student visa application. Commencement of all courses is subject to minimum numbers being enrolled.

Other Fees

Credit card payments attract a charge of 3% to cover bank fees.

Reprints of Qualification/ Statements of Attainment: \$30 for current students, \$50 if results have been archived

Re-sit of Practical Assessment Tasks: \$30

Replace locker key; \$10

Internal Transfer to a Different Course: \$150

Photocopying: .10 c per page

Late return of resources: \$80 per item

Recognition of Prior Learning

Application fee per unit:	Professional Development Units: \$30 each
	Other units: \$80 each
	Practical and theory assessments: \$30 each

No other fees apply except if you want a reprint of your results: \$30 if the information is current and \$50 if the information has been archived. If you miss a practical assessment task you may be asked to pay a small fee to cover the costs of re-assessment: See details below.

The Australian College of Integrated Therapies and Australian College of International training pay into the ACPET Tuition scheme and the ESOS Fund to protect the fees paid by International Students. These schemes are set up by these governing bodies to ensure that International students do not lose their training/funds in the event that an education provider cannot provide training.

OVERSEAS STUDENT HEALTH COVER (OSHC)

It's an Australian government rule that international students must organise health insurance, "Overseas Student Health Cover" for the entire duration of their student visa. You can choose to organise OSHC yourself or we can organise it for you. We currently use ahm overseas student health cover. If you would like us to arrange this for you it is your responsibility to ensure you understand what the cover includes and excludes. We have brochures available or please go to their website www.ahm.com.au or call them on 134246. When you sign the Received and Read acknowledgement at the end of this document it means that you accept your responsibility for understanding what your OSHC covers or does not cover.

If you choose for us to arrange your OSHC the ahm fee must be paid when you enrol so we can make payment to the Health Insurance Fund to arrange health cover as per visa requirements. In the event that you pay for health insurance but do not commence your course and a refund is payable, the refund is subject to the refund policy of the health insurance provider not ACIT. Please check this before enrolment. If you choose to arrange your own health insurance then written proof of OSHC must be supplied at enrolment. This will be kept in your student file.

OSHC fees change from time to time, so please confirm the fee prior to enrolling so that you have the most up to date information.

BANK AND OTHER FEES

From time to time international students transfer fees via banks and other facilities which are off-shore. These transfers may attract substantial commissions and charges. Your fees are the amount specified in your Letter of Offer, and they have not been paid in full if any commission or charge has been deducted. Please make sure that the college receives the amount specified on your Letter of Offer so that we can process your enrolment promptly. (We recommend that you transfer the fees yourself.)

ENGLISH LANGUAGE TEST

It's a requirement for enrolment and for the grant of a student visa that you establish your English language proficiency. How you can do this depends on your passport and Education Sector, which determine your 'Assessment Level'. Some levels can use the ACIT test (80% or above, only available at ACIT) to establish their competence. Other levels need IELTS 5.5 or equal (or higher) or certified proof of successful Foundation, Certificate IV or higher studies. For details, please see <http://www.immi.gov.au/students/students/chooser/> and contact the college.

LIVING AND STUDYING IN AUSTRALIA

The Gold Coast is one of Australia's premier tourist destinations boasting kilometres of beautiful surfing beaches, national parks, tropical rainforests, theme parks, mountain resorts as well as great shopping and cosmopolitan restaurants all in a relatively safe, secure and clean environment. We have a subtropical climate with mild winters and warm summers with average temperatures ranging between 9 – 20°C in winter and 21-32°C in summer.

The Gold Coast has a population of approximately 500,000 people and is situated approximately 45 minutes drive south of Brisbane. Coolangatta airport is available for domestic and international flights. We recommend you visit www.goldcoast.qld.gov.au for further information regarding living and studying on the Gold Coast.

COST OF LIVING

The Australian currency is based on a decimal system of 100 cents to the dollar – A\$ or AUD. You will require \$10,000.00 - \$25,000.00 (dependent upon the course you study) to meet your expenses each year for study, accommodation, personal expenses, transport, entertainment and recreational expenses. This amount will not cover major expenses such as the purchase of a car or computer. A very wide range of accommodation is available on the Gold Coast. If a relative or partner is coming with you, additional costs should be taken into account. DIAC provides information about living costs at this website: <http://www.immi.gov.au/students/student-visa-living-costs.htm>

We recommend you bring at least \$3,000.00 with you to meet your establishment costs (for example- bonds for rental property, telephone connection charges, etc.) depending on your situation. It is advisable to carry traveller's cheques in Australian dollars as these are secure and can be exchanged for cash at banks and other locations such as major stores.

You should also bring either some Australian cash with you or exchange currency at the airport on arrival to pay any immediate expenses. If you bring cash worth more than AU\$10,000.00 into Australia you must report this to Customs Officials on arrival. Australia also has very strict rules about bringing food, drugs and wooden items into the country.

Living arrangements can be arranged privately by the student with a wide range of rental accommodation available on the Gold Coast. Gold Coast Student Accommodation Centre provides short or long term homestay accommodation for students with host families. This accommodation can provide meals and internet access and is approx AU\$240 - \$300 week. You can view the homestay website at www.gcsac.com.au

SCHOOL AGED DEPENDANTS

It is a requirement under Australian law that all school aged dependants of international students must go to school while in Australia. They are required to pay fees. Please contact your chosen school directly for their individual guidelines and fee structures. Education Queensland International is one provider of services for international school aged students: <http://www.eqi.com.au/>

FOOD

The Gold Coast has a wide range of ethnic foods available including specialty shops and restaurants catering for Japanese, Indian, Chinese, Thai, Korean, Indonesian, Malaysian, Filipino and European cuisines. It is also important to know that Australia generally has a fixed price system: it is rare to bargain about the price of everyday goods and services.

GENERAL INFORMATION ABOUT STUDYING IN AUSTRALIA - Visa Requirements

Under the ESOS Act and the National Code, international students at ACIT are required to:

- Make satisfactory course progress
- Keep their educational institution informed of their residence at all times. You must notify your educational institution within 48 hours of moving to a new address.

Educational Institutions must report students failing to comply with the course progress requirements of their visa to the Department of Immigration and Citizenship (DIAC) via the Provider Registration and International Student Management System (PRISMS) following completion of our Intervention and Appeals processes.

STUDENT ASSISTANCE AND SERVICES

If you have any questions, we will be pleased to help you. If related to course content then ask your supervisors in the first instance. If necessary, they may direct you to the Administration Manager or the Principal. Where required please see the receptionist to make an appointment for you with the Principal.

If you need additional help with lessons and assessments please don't hesitate to make an appointment with the Principal (outside of your class hours) to get the assistance you need.

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

- Course Assistance including tutorial support assistance.
- Payments and Fees
- Orientation
- Academic progress
- Change of courses or further study
- Visa status
- Accommodation
- Personal issues which might impact upon your studies.

If communication is a problem 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.

COUNSELLING

If you are experiencing personal difficulties please contact the Principal. At no initial expense and in complete privacy we will organise confidential, qualified assistance.

LEARNING ASSESSMENT METHODS AND PROCEDURES

Students are taught using a variety of learning strategies during their course. The majority of learning at the Australian College of Integrated Therapies/Australian College of International Training involves face-to-face teaching but it may incorporate some outside excursions, video training, industry placement and research activities.

Competency based assessments address the current and relevant National Training Package and follow 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. Your teacher will inform you about assessment activities.

As your course comes under the VET sector (vocational education and training) you will not receive a graded result (as per AQTF guidelines). While working through a unit of competency your progress will be graded 'satisfactory' or 'unsatisfactory'. At the conclusion of the unit when all assessment tasks (including Vocational Placement, salon or clinic simulations and similar) have been completed you will be graded 'competent' or 'not yet competent'.

After your first assessment you keep practising your skill through clinic sessions, 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 2007.

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. Upon being informed of your result - satisfactory or unsatisfactory or competent/not yet competent you will be asked to sign your assessment cover sheet to show you accept this result. If you are found unsatisfactory on an assessment you will receive notification of such by your trainer/assessor. They will also discuss what you should do.

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 is not limited to: communicating with the client, teamwork, developing a treatment plan, safe work practices, selling, financial transactions, hygiene and cleaning. (In other words, employability skills) These skills are a part of the industry you are entering.

ASSIGNMENTS

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. If you submit work in any other manner, the assignment will be returned unmarked. Failure to submit assignments may delay your progress into other subjects.

ASSIGNMENT DEADLINES

Each assignment has a due date. If the assignment is not handed in on or before the due date an 'unsatisfactory' result will be issued for that assignment. If the assignment is not handed in complete within one week of the original due date a second 'unsatisfactory' result will be issued. 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 but it is not 100% satisfactory then a second 'unsatisfactory' will be issued and repeating of the lessons and assessments for the unit/s may be necessary. To simplify this, you get 2 opportunities to achieve satisfactory (100%). If you hand work in late then you only have 1 opportunity to achieve satisfactory (100%).

If a student fails an entire unit of competency 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. 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 BEFORE the deadline arrives and organise appropriate evidence.

MISSED LESSONS

Staff members 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 deliver private training if you missed a lesson. They also need time for lunch & bathroom breaks.

We will not reschedule lessons because students have failed to attend. If theory lessons are missed that material will not be taught again 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. 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 want 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.

We urge you not to make a habit of missing theory lessons. This is a vital part of your course, and sets you above other people in the industry who have limited theoretical knowledge. 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 documented Compelling and Compassionate circumstances may the Principal grant you an exception.

Compassionate or compelling circumstances are generally those *beyond the control of the student* and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident;
 - witnessing or being the victim of a serious crime when this has impacted on the student.

(These cases should be supported by police or psychologists' reports)

MISSED ASSESSMENTS

Any student failing to attend for or submit all scheduled assessments (either practical or written) will be deemed 'unsatisfactory' in the relevant unit of competency. The student will get a second opportunity to achieve competency however if 'satisfactory' 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 overall study if the next units can only be attended if competency was achieved in the unit/s before. (I.E. the missed or failed unit was a pre-requisite.) The scheduling of any unit is dependent on the college enrolments and timetabling and it may be some time before a particular unit is scheduled again. If there is a break in studies for this reason, the original signed payment plan must still be paid. Extension of your visa to repeat missed or failed units is subject to DIAC approval.

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 achieve 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 of competency. This will result in the student not achieving their qualification: instead they will only 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 only for other units where competency has been achieved. In some circumstances unit of competency failures could trigger reporting to DIAC: see below.

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

FAILURE TO ACHIEVE COMPETENCY /MONITORING COURSE PROGRESS

ACIT is constantly proactive in assisting students to achieve competency. At the start of every ten week term you will be told what you should study across that term and how you will be assessed. Your progress will be formally monitored, assessed and recorded every term. The college intervention strategy will be commenced as soon as practically possible if:

You do not achieve competence in 50% of the units allocated to a term

Your teacher anticipates you will not achieve competence in 50% of the units allocated to a term

It appears possible that you will not graduate in the scheduled timeframe.

Class teachers and the Director all informally monitor Course Progress on a weekly basis with formal review at the end of each term. Both are required to promptly initiate the intervention process if any of the above conditions arise.

The Director must write to the student and inform them that they should attend a formal meeting. At the meeting the Director and student (and teacher if available) will review the suitability of the course, advise about opportunities for re-assessment and implement a written program of support. (Details below) The student will be advised that unsatisfactory course progress in two consecutive study periods could lead to the student being reported to DIAC for visa cancellation subject to the internal and external appeals processes. (20 working days each)

The Director will arrange the appeal and reporting process as appropriate and ensure that the student is fully informed about appeals. Student grounds for appeal include the College not recording progress or following policies correctly, or compassionate and compelling circumstances. The college is obliged to notify DEST via PRISMS if the student's appeals are unsuccessful, the student withdraws from the appeals process or the student does not participate in the appeals process.

International students are not allowed to fail individual competencies twice. A second failure generally means that a student will be unable to complete a course and has made unsatisfactory course progress. (Subject to the appeals process)

If the college is placed in a position where it must report unsatisfactory course progress then the student will be notified in writing. This notice will inform the student that s/he has 20 working days to lodge an internal appeal and (in the event of that failing) 20 working days from notification to lodge an external appeal.

If you are experiencing difficulties either with your studies or with an outside situation and require assistance or need us to consider adjustments with your studies to support you in a challenging time, please let us know. Most courses at the college contain a large practical component. If students are not attending then the likelihood of the student not achieving competency at assessment is higher as often specialised equipment and resources are required that cannot always be found at home or away from the college. As the classes are small and the monitoring of practical skills is daily then it is usually quickly evident when a student is absent. It is obvious when a student returns that they have missed lessons that effect their skill level and

If your course progress is affected by extreme illness please supply a medical certificate. This requirement is a college policy due to its obligations under the National Code for International students plus this assists the college in ensuring the student is well enough to give and receive treatments if they are enrolled in a course with a practical component: the majority of our courses.

- If a student does not attend a scheduled practical assessment or does not achieve competency then they are notified in writing and sign the assessment document which is then placed in their file. The assessor also signs the same document.
- The student is provided with a second assessment time to attend to try and achieve competency a second time. If competency is not achieved at a secondary assessment then the Principal or their representative will be required to notify the student that they must enrol in the unit again, and pay for the unit again.
- For an International student on a visa for a course that they must complete within in the CoE duration, the situation needs to be evaluated to ascertain whether the course can be completed in the expected time frame. The reasons why they did not achieve competency are discussed and documented.

A meeting at the college at the appropriate time in the situation will identify strategies to assist the student with course progress and when they may be activated. This depends on the individual's situation. Strategies include:

- Additional time with a staff member to increase skill or knowledge levels
- Referring the student to a counselling service if the situation is appropriate
- Adjustments made to the assessment procedure to assist with a learning or medical situation.

Assessments are conducted for each unit as per the written assessment tools introduced at the commencement of each unit. 100% competency must be achieved for each assessment task. Where competency is not achieved the student is required to attend the secondary assessment for the component where competency was not achieved.

Further information is provided under 'secondary assessments' below. It is important action is taken early enough to ensure the best possible outcome with course completion dates, complying with visa and legislation and minimising costs for the student in terms of re-enrolments.

SECONDARY ASSESSMENTS

A secondary assessment opportunity is arranged if you missed or failed the first assessment opportunity. If you missed or failed as a result of documented Compassionate or Compelling Circumstances, no penalty applies.

Unless you have applied to defer or withdraw from your studies, you are required to complete any and all secondary assessments both theory & practical when notified by the Principal, trainer or Administration Manager. They will be scheduled outside of your normal attendance.

There is no charge for a written or assignment secondary. Please note, every student has 2 opportunities to achieve satisfactory (or competency at the end of a unit) 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 100% satisfactory is not achieved after 2 scheduled attempts (whether or not the student attended them) then the student has failed and must enrol in and pay for the lessons, assessments and assignments again subject to DIAC regulations. 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.

Secondary practical assessments cost \$30 per 1.5 hours, are subject to assessor availability and are scheduled on a day you would normally attend outside your regular college timetable: before or after classes. If other arrangements have to be made

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 cost of the applicable assessor. Please note: under some 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 evidence of compassionate or compelling circumstances (as above) within 5 working days of a scheduled secondary assessment if they did not attend it. This is for both written and practical assessments and regardless of whether they notified the college or not. If no suitable evidence is supplied within that 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 suitable evidence will be deemed to have failed that unit and required to re-enrol in the Unit of Competency (when next available) at the college, in order to receive their full Qualification. (Subject to the appeals process) Re-enrolment application fees and current unit costs will be at the student's expense. Students who are able to produce suitable evidence of compassionate or compelling circumstances will have their assessment rescheduled within 4 weeks of the previous secondary assessment date. International students must pass at least 50% of their scheduled units each term and be able to finish on schedule in order to make satisfactory course progress and thus meet the conditions of their visa. Re-enrolment after study problems or leave may mean that the currency of some vocational skills has lapsed and those skills may need to be studied again.

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. 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.

If the college determines 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.

As DIAC regulations require that students be studying full-time (except under special circumstances) being granted Recognition of Prior Learning, Credit Transfer or Mutual Recognition may shorten the length of your program and CoE. Please discuss this with the college prior to enrolment.

Please note if RPL etc. is granted after the issuance of your student visa then the Australian College of Integrated Therapies will report the change of course duration via PRISMS under the ESOS Act. Overseas students are required to be enrolled in full-time study as a condition of their visa.

CREDIT TRANSFER / MUTUAL RECOGNITION

Credit Transfer and 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. If the statement of attainment/qualification was issued a long time ago and you do not have current competency then this may jeopardise granting of a credit transfer or mutual recognition and you may be required to perform a practical and written assessment. See details on assessments elsewhere in this handbook.

Should International 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 issued. Any balance owing by the student at this time must be paid immediately. 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 which will be calculated and a monthly payment plan supplied. In the event that the transfer is to a course of lesser value, please note there are no refunds payable for the initial course as training has already commenced (refer Refund Policy) and any units commenced must be paid for immediately. All transfer requests 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. Transfer to a new course is subject to DIAC approval.

DEFERRING, SUSPENDING OR CANCELLING A STUDENT ENROLMENT and NOT COMPLETING WITHIN EXPECTED DURATION

Please note: Deferment of studies by a student is subject to DIAC and student visa regulations. Australian College of Integrated Therapies/Australian College of International Training must comply with any ruling DIAC may make on the student's circumstances.

ACIT cannot initiate a deferral. A student initiated deferral or suspension of studies (including granting a leave of absence during the course through formal agreement in certain circumstances) can only be on compassionate or compelling grounds. Your application must be in writing and where possible the student must attend a meeting with the Principal or their representative to discuss the situation and provide evidence. The Principal or representative will respond in writing with a decision within 7 working days. The appeals process may be activated by the student.

DIAC will be notified via PRISMS of any changes in the student's enrolment and the circumstances surrounding any student's initiated deferment or suspension. ACIT and the student must comply with the ruling by DIAC on the situation. Prior to recommencing studies, the student must attend the college for an interview with the Principal or their representative to ascertain where they stand in relation to the units still to be studied and what is currently being delivered at the college. Additional units may be required until the units outstanding are delivered. This may incur additional fees.

Subject to the appeals process, if ACIT initiates a suspension or cancellation of studies then it may be for the following reasons:

- Non payment of fees including course fees, secondary assessment fees, late fee charges and fees charged due to the non return of videos of lessons, resources and books
- Misbehaviour by the student

Subject to the appeals process an enrolment may be suspended or cancelled by ACIT for a student who is not complying with the college policies and procedures and is:

- increasing risk at the college due to their actions
- creating challenges by causing disharmony among other students
- wearing clothes or jewellery that do not comply with WPH&S
- is not committed to the course and the desired outcome and is thus makes poor course progress
- will not follow reasonable directives from ACIT staff members with regard to safety

If a student enrolment is to be suspended or cancelled due to the above, the student will attend a meeting with the Principal and another college representative. The student is welcome to bring a support person. All discussion must be documented, signed by both parties and placed in the student's file. The student is required to pay for any units commenced whether completed or not. A detailed invoice will be issued detailing the unit situation. Outstanding fees are to be paid within 7 days.

The suspending or cancelling of a student's enrolment will affect a student visa. The student has 20 working days to lodge an internal appeal against any decision made to suspend or cancel an enrolment. If the internal appeal fails the student can lodge an external appeal through the Overseas Student Ombudsman. The student must access the college's internal appeals process initially with regard to appeals.

DIAC will be notified via PRISMS of any changes in the student enrolment following the appeals processes. ACIT and the student must comply with the ruling by DIAC on the situation. If the student appeals the decision the college must process the appeal and abide by the appeal procedure and time frames. The cancellation/suspension cannot take effect until the appeal has been finalised except in cases where physical danger can be reasonably expected to arise.

A course may be cancelled due to insufficient numbers being enrolled. If this occurs ACIT must contact all students enrolled. If the student is international, the student is provided with similar options at other providers that approximately match duration, cost and commencement time. If necessary, an ACIT representative may phone another provider requesting a fee reduction if

the other provider's fees are more so that the student does not incur additional fees. If possible, notification to an offshore International student will take place 4 weeks before to allow time for an alternative plan to be put into place prior to their arrival.

Problems with Course Progress: Both the college and the student have an obligation under the National Code for International students and their student visa to achieve satisfactory course progress which should result in completion of studies within the expected duration of study.

If the student is experiencing difficulties either with their studies or with an outside situation and requires assistance or needs adjustments to be made with their studies to support them in a personally challenging time, they should let the Principal know. Attending a meeting with the Principal or their representative is required. This meeting's minutes must be documented, signed by both parties and placed in the student's file.

Under current legislation College administration staff members are expected to ensure that at all times students are in a position to complete the course within the expected duration as specified on the CoE. The duration of the course and the student visa may only be extended in limited circumstances including:

- compassionate or compelling circumstances – for example illness. Any medical certificate must state the student is unable to attend classes.
- Where the college has implemented an intervention strategy for a student who was at risk of not meeting satisfactory course progress requirements and not completing their studies within the duration on the CoE.
- A deferment or suspension of study which has been approved by DIAC. See deferment for further information.

The college will report the situation on PRISMS and request a different duration where a student can only compensate for the variations by extending the expected duration of study. The extended duration may not exceed the CRICOS registered course duration.

COURSE WITHDRAWAL

All course withdrawals must be made in writing to the Principal within 7 days of the student's decision. The student is required to attend an interview with the Principal or their representative within the 7 days where possible. **The student remains liable for any units commenced whether completed or not.** Any payment due for units commenced that have not been paid for in the monthly fees must be paid within 7 days. For withdrawals prior to commencement see college refund policy.

Please note: DIAC must be notified by the college and the student immediately of any intention to withdraw. Please read further information on transferring to another college.

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 course fees are refunded in full if a visa application is rejected. A refund will be granted only upon receipt of proof of this rejection.
- If a refund is requested 28 calendar days or more prior to course commencement, a full refund of the course fees paid at enrolment will be refunded within 7 working days. (The college is closed for up to 4 weeks over the Christmas/New Year period.)
- If a refund is requested between 14 - 27 calendar days prior to course commencement, a refund of the total course fee paid less \$200 for administration costs will be refunded within 7 working days.
- If a refund is requested between 1 - 13 days prior to course commencement, there is no refund of any course fees paid.
- Once training has commenced in the enrolled course, no refund is available to students who leave before finalising the course. The student remains liable for any units commenced if the monthly "Payment Plan" fees have not covered all

costs. Payment by the student of outstanding fees must be made in full in Australian currency within 7 working days of the student notifying the college of their intention to leave the course. Please note: DIAC must be notified in writing when the college is notified of your intention to leave. Please report to your closest DIAC office immediately regarding your visa.

- Should Australian College of Integrated Therapies cancel a course prior to commencement, participants are entitled to a full refund as per the ESOS Act 2000 and ESOS Regulation 2001 within 7 working days.
- All approved refunds will be paid within 7 working days of receipt of the written application and appropriate evidence.
- Pre-paid fees will not be refunded to students who are expelled from the college (following the appeals process) for stealing, cheating, damaging property or persons on college premises, falsifying documents or performing treatments on college models off-site without permission.
- Australian College of Integrated Therapies will pay the refund amount to the person who entered into the contract with Australian College of Integrated Therapies, unless that person gives a written direction to Australian College of Integrated Therapies to pay the refund to someone else. This applies whether an education agent is involved or not.
- Australian College of Integrated Therapies will pay the refund amount in Australian dollars. Any additional currency exchanges will be at the cost of the student.
- To claim a refund, please ask Administration for a "Refund Processing Form".
- Please refer to the Easy Guide to the ESOS framework - http://www.aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm
- Under the National Code for International students we must inform you that in the unlikely event the college is unable to deliver your course in full after you have commenced you may be offered enrolment in an alternative course at no extra cost or you. If we are unable to provide you with an alternative course our Tuition Assurance Scheme with the Australian Council for Private Education and Training will place you with a suitable alternative course at no extra cost to you. Any fees paid to us for the training not delivered will be refunded in full. The college has been operating since the 1970's and registered since 1981. This event has not occurred during over 30 years of operation. *(In Letter of Offer)*

TRANSFERRING FROM ONE COLLEGE TO ANOTHER COLLEGE BEFORE FINISHING YOUR COURSE

Registered colleges are restricted from enrolling transferring students prior to the student completing 6 months of his or her principal course of study except in certain circumstances. These circumstances include but are not limited to:

- The original college has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- The original registered college has provided a letter of release.
- The original college has had a sanction imposed on its registration by the Australian Government or State Government that prevents the student from continuing his or her principal course.
- Any Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

The registered college must grant a letter of release only where the student has:

- Provided a letter from another registered college confirming a valid enrolment offer has been made and include details on the new course including course code, and commencement and conclusion dates.
- Current course fees for any units commenced are paid whether the unit has been successfully completed or not.
- The letter of release is issued for no charge.
- If the registered college does not issue a letter of release we must provide you the student with a letter outlining why we have refused your request. We will inform you of your right to appeal our decision in accordance with standard 8 of the National Code for International Students.

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 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/Australian College of International Training 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 of 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:

- ITEC – International Therapy Examination Council
- AAMT – Australian Association of Massage Therapists
- ATMS - Australia Traditional Medicine Society
- ASMA - Australian Society of Make-up Artists
- SMA – Sports Medicine Association
- There are various business groups available for joining depending on your industry.

Not all of the above groups are applicable to your course.

COURSE and UNIT EQUIPMENT and PRODUCT

Your course fees cover all textbooks, product and equipment used here at the college through the duration of your studies. Consumables and linen are not included in your course and must be provided by you. 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 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 about the requirements for each unit. 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.

MESSAGE STUDENT CLINIC

Once you are familiar with new skills, you will have the opportunity to work on clinic models. 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 salon style environment. It also assists with keeping your skills current after the initial assessment. Attendance at the student clinic is very important to ensure you are able to bring all skills together including: the actual skill/s being performed, communication, rebooking, selling, client consultation, referral, theory knowledge and financial transactions. The clinic is an assessable component of your course therefore you must attend all scheduled clinics. If your attendance is infrequent it will be difficult for you to make course progress. Final assessments cannot be undertaken until clinic skills are satisfactory. (Your trainer will advise.)

Models 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 **informally** practise the skills they have successfully acquired on friends and family at home to maintain their skill level. Please be aware that performing fee-for-service treatments prior to completion of your course and becoming qualified you are risking litigation claims for damages if any harm is caused to your client. You should not perform fee-for-service treatments until you are qualified to deliver that type of treatment. Furthermore, 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 for units commenced will not be refunded 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. Students are to ask staff to photocopy, not help themselves please.

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 an \$80 charge which is to be paid with 7 days.

CLASS DETAILS

The massage course 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.

First term 10 weeks – end of Jan, Feb, March

1 week break

Second term 10 weeks – April, May June

2 weeks break

Third term 10 weeks – July, August, September

1 week break

Fourth term 10 weeks – September, October, November

All students are to sign the Register on arrival and departure. This register is found on the desk at the entry to the school near reception. This register is used in the case of emergency evacuation so please take care to use it. As this is an important document please ensure you sign your full name, signature, time in and time out accurately please. If you leave the college during breaks please ensure you sign out and sign back in when you return.

Our training packages are to prepare students for the workplace, and the assessment criteria include students being punctual and notifying by phone if they are late or not attending. As a result, if you are running late, please call (not email or text another student) and let us know in the same way you will when you are actually working in the future. If you will not be attending, please call and let us know by 8.00am like you would at work also.

Prior to 8.00am notification may be left on the answering machine. This is particularly important for practical lessons when you have models booked in. A Doctor's Certificate (or similar) is required for non-attendance at a practical assessment or additional fees apply. (as above.)

The college must ensure that each student is physically able and in a suitable state of health to give and receive treatments if they are enrolled in a course with a practical component. If you are seriously ill or lacking in relevant physical ability the college may refuse, suspend or terminate your enrolment subject to the appeals process. A meeting at the college may be called to identify strategies to assist you with your course progress.

CHANGE OF ADDRESS

Any changes to your personal details including address, email and phone numbers must be given in writing to the Administration Manager within 48 hours of the change occurring. Non notification of a change of address for international students is a breach of your visa requirements and may cause serious problems with you being allowed to stay in Australia. A change of address form should be completed and is available from Administration.

STUDENT PRIVACY

In compliance with the Privacy Amendment (Private Sector) Act 2000, all student 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 appropriate staff, DIAC and other government and/or law enforcement agencies that have statutory authority to request such information including the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. 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. In the event that a student appears to have breached the conditions of their student visa, information must be shared with relevant Australian Government authorities. In the event that a student initiates an external appeal, some personal information must be shared with the independent arbitrator. By initiating the appeal a student consents to relevant information being shared. (*In Letter of Offer*)

At times during the course, staff 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 of participating in such activities. Should students wish to view or purchase copies of any such photo/video outside the normal distribution (eg Graduation Video), this request should be made in writing to the Administration Manager.

During makeup units, students often photograph each other when they have completed a particular style as they may want a record for their professional makeup portfolio. By signing the handbook you agree that you give permission for photographs to be taken and used in professional makeup portfolios only. Written permission must be obtained prior from the college and the individual/s photographed for any use of images outside of a professional makeup portfolio.

WORKPLACE HEALTH & SAFETY

Stay Safe! It is the intention of Australian College of Integrated Therapies/Australian College of International Training to achieve high standards of health and safety to prevent 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. Every unit includes information on workplace health and safety. Please work with your teacher and classmates to make sure everyone is safe. Do not pick up or move heavy items, and take care with substances that could cause harm, electrical devices and hot items.

If you have not achieved competency in a skill, do not attempt to use that skill outside of the college. OHS legislation sometimes requires that a certain dress code be followed: your teacher will explain this.

INDUSTRY PLACEMENT

Students enrolled in some courses may do an industry placement/s as part of their course. We encourage students to choose a salon/clinic/business that fits with their direction of choice after graduation. By this we mean if you prefer to work in one of the large International Hotels after you graduate then try to 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.

During placement you will be required to follow the policies and procedures of the workplace you are attending. During this time you are to be under supervision and you cannot receive payment for the placement period. You are only able to perform the skills that have been covered in your training package. You are not covered by insurance if you perform skills or are a model for skills that are not included in your course.

While at placement please wear workplace health and safety appropriate clothing and shoes, no jewellery, and hair is to be neatly tied back off your face.

APPEARANCE

A neat, well groomed appearance shows that you are professional, and ready for the industry you are entering and college standards.

For massage studies it is necessary for you to provide your own black shirt or blouse with sleeves, long or three quarter length plain black trousers and flat, rubber soled, closed shoes (including heel) in black only (no runners). This is industry standard. Business students should dress at business standards, ready for the workplace.

Incorrect attire can be dangerous and look inferior: it may result in being denied access to training: you will be directed to go home and change. Under no circumstances are sandals, joggers, boardshorts, hats, thongs, sunglasses, tracksuits to be worn. Hair is to be worn tied back and pinned back off the face, clean and tidy. Please present yourself as you would for employment in the industry

DUE TO WORKPLACE HEALTH AND SAFETY and INSURANCE RULES, NO JEWELLERY IS TO BE WORN AT THE COLLEGE DURING ANY LESSONS.

Lockers are available 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. For safety, theft and Occupational Health

and Safety reasons, jewellery worn to the College must be removed prior to your 1st lesson and placed in your locker for the day if worn to the college. That includes all piercing including those under clothing.

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 spare key is available. 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 7 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. No qualifications or statements of attainment are issued if locker keys are not returned prior to the course conclusion.

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 however as students come and go we cannot guarantee this service.

FOOD & DRINK

Food and drink may not be taken into theory and practical rooms. No chewing gum is permitted on the college premises. Hot water is available. You must provide your own mug which should be kept in your locker. PLEASE CLEAN YOUR MUG IMMEDIATELY AFTER USE & PUT IT IN YOUR LOCKER. It is suggested that students provide their own labelled drinking water bottle and keep it in the fridge provided.

NO SMOKING

Smoking is not permitted inside the college building or near the entrance. This ensures we comply with Qld Government legislation, Workplace Health and Safety legislation and assists with the training being delivered without complaints from other students.

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 your 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 from using or trafficking illegal drugs, or abusing 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 result in expulsion from the college subject to our appeals process. If a student is expelled they are required to pay for any units commenced, whether completed or not within 7 days of written notification of expulsion.

Students place themselves and others at risk if they are performing treatments under the influence of alcohol, drugs including prescription medicine or over the counter medicine.

QUIET PLEASE

Consideration to others is of utmost importance. The 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 TO BE TAKEN INTO ANY LESSONS unless approval has been given by the Principal prior due to a personal situation. ALL MOBILES MUST BE TURNED OFF OR ON MUTE WHILE IN THE COLLEGE 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 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 and while identifiable as a student of the college. The use of inappropriate 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 their behaviour subject to the appeals process.

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, subject to the appeals process. You will not be entitled to any refund of fees paid and will remain liable for any fees owing for any units commenced whether completed or not. 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 and keep valuables in your locker. Do not leave your locker key in the locker.

CHEATING

If any student is found to be cheating in any type of assessment at Australian College of Integrated Therapies/Australian College of International Training, in the first instance the student will immediately be given an unsatisfactory/not yet competent grade for that assessment and will be required to sit another assessment within one week. If the same student is caught cheating again, they will be expelled from the college subject to the appeals process with no refund.

COMPLAINTS / APPEALS

If you wish to lodge a complaint, or appeal about any decision made by ACIT, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Students can lodge a complaint or appeal internally by stating their case in writing. Immediately a student complaint or appeal is lodged 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 Ombudsman or 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 at minimal cost to the student.

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 Overseas Student Ombudsman or 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.

- If the appeal relates to the assessment of a unit, all appeals must be lodged in writing within 3 days 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/Administration Manager/ Principal and Appeals

Should the matter remain unresolved following **(a)**, or should **(a)** be inappropriate, the student is encouraged to contact the Australian College of Integrated Therapies Administration Manager or Principal, whichever staff member is appropriate. The appropriate manager will consider the grievance and recommend a resolution within 5 working days.

In the case of an international student whose course progress appears to be unsatisfactory the student will receive a detailed written warning that their enrolment may be cancelled. Within 20 working days the student should lodge an internal appeal. If the student does not lodge an appeal the college is obliged to report the student's unsatisfactory course progress via PRISMS. If the appeal is unsuccessful the college will inform the student in writing within 5 working days. The student then has 20 working days to lodge an external appeal. If the student does not lodge an appeal or that appeal is also unsuccessful the college is obliged to report the student's unsatisfactory course progress via PRISMS.

c. Resolution by Arbitration

If a complaint remains unresolved following **(b)**, the Principal will arrange for an independent arbiter to review the dispute and suggest an amicable solution. This may be done through the Overseas Student Ombudsman or ACPET: we will assist you in lodging any appeal if you wish.

If the student is concerned about the conduct of the registered provider he/she may contact the CRICOS at any time. The Director General of Education may under part 2, division 2 of the ESOS Act, suspend or cancel the registration of a provider or course.

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

The student is given a written statement of the outcome including details of the reasons for the outcome.

The internal appeals process must be completed within 5 college teaching days of the appeal being lodged and all reasonable measures must be taken to finalise the process as soon as possible.

The college and the student must maintain the enrolment conditions and attendance while the complaints and appeals process is ongoing. Alternative arrangements that comply with relevant legislation may be put into place if both the college and the student agree. Students are welcome to bring a 'support person' to any meetings, and are encouraged to provide feedback on our Complaint/ Appeals procedure.

The college will implement any decision from the appeal process within 7 working days.

The dispute resolution processes described in this policy does not alter the student's right to pursue other legal remedies. Accepting this Student Handbook and the Letter of Offer do not remove the student's right to take further action under Australian Consumer Protection Laws or other laws.

LEGISLATION

All staff/students should be aware of the availability of the following state and commonwealth legislation and their responsibility under each act.

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 industries.

Copyright Act 1968 – An Act relating to copyright and the protection of certain performances. While studying with us ensure you do not photocopy an author's work or copy word for word. Please familiarise yourself with this Act.

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/Australian College of International Training

(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

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 joining us at the Australian College of Integrated Therapies.

Principal

Student Handbook Received and Read Acknowledgement

It is the responsibility of the student to ensure all college policies are clearly understood and to seek clarification from the college administration if it is necessary to achieve this. We welcome any questions you may have.

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.

IF THE COLLEGE IS ARRANGING HEALTH INSURANCE, I HAVE INVESTIGATED THE HEALTH INSURANCE AND AM HAPPY WITH THE INCLUSIONS AND EXCLUSIONS AND THE COVER PROVIDED BY THE INSURANCE COMPANY THE COLLEGE IS ARRANGING

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

NAME: _____

SIGNATURE: _____

DATE: _____

All students must read and sign above and hand this back to the Administration Manager on enrolment.

Thank you!