



ORIENTATION HANDBOOK

Brisbane Holistic Health Centre

Students and Staff

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1.1 Code of Practice

Brisbane Holistic Health Centre has agreed to operate within the Principles and Standards of the Australian Quality Training Framework (AQTF). This includes a commitment to recognise the training qualifications issued by other RTO's.

Legislative Requirements

Brisbane Holistic Health Centre will meet all legislative requirements of State and Federal Government. In particular, Workplace Health & Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

Access and Equity

All students will be recruited in an ethical and responsible manner consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Quality Management Focus

Brisbane Holistic Health Centre has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

Client Services

We have sound management practices to ensure effective student service. In particular we have service standards to ensure timely issue of trainee assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy and Student Welfare and Guidance services. Where necessary arrangements will be made for those students requiring additional literacy and/or numeracy support. We will take every opportunity to ensure that this information is disseminated, understood and valued by students and staff.

Our Student information will ensure that all fees and charges are known to the student before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Review

Brisbane Holistic Health Centre has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

Management and Administration

Brisbane Holistic Health Centre has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the Centre's sound financial position and safeguards student fees until course and assessment are complete. We have a Refund Policy that is fair and equitable. Student records are managed securely and confidentially and are available for perusal by student on request. Brisbane Holistic Health Centre has adequate insurance policies.

Marketing and Advertising

Brisbane Holistic Health Centre markets vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment Standards

Brisbane Holistic Health Centre has personnel with appropriate qualifications and experience to deliver training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

Sanctions

Brisbane Holistic Health Centre will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as an RTO withdrawn.

1.2 Education and Training Standards

The training staff of Brisbane Holistic Health Centre are recruited in accordance with the criteria set by the Human Resource Statement of the relevant training package possessing industry experience and training qualifications. Brisbane Holistic Health Centre actively encourages all staff to participate in training programs to further develop their skills which relate to their specific fields of training.

Brisbane Holistic Health Centre is committed to professional delivery of quality service to our clients. Our objective is to meet the needs of the Health and Well Being industry through training and to continually monitor the process used to ensure its effectiveness. To assist us in achieving our objective, Brisbane Holistic Health Centre has a continuous improvement focus.

2.1 Tuition Fees

The payment of training fees has been setup to ensure the course is affordable to as many students as possible. A breakdown of the costs is listed below:

- Massage practitioner Certificate IV - \$3400
- Deposit - 25% on enrolment
- 25% on commencement day
- 2 x 25% fortnightly payment during the course
- 5% discount given if paid in full
- Diploma of Remedial Massage - \$7480
- Upgrade from Certificate IV HLT40307 to Diploma HLT50307 - \$4080
- the fees for student with previous training applying for RPL will be assessed on an individual basis.

2.2 Results/Certificates

All students are entitled to receive a *Statement of Attainment*. If completing a certificate level program, and have been assessed competently for all modules, students will receive a *Certificate*.

Copies of students' results will be kept on file for thirty years. If you require additional or replacement copies, please allow Administration two weeks to mail out, there may be a charge for this service.

2.3 Absenteeism

Students are required to attend all practical and theory classes to successfully achieve all competencies.

It would be appreciated if a student is absent, that they advise their trainer prior to commencement of the course on that day.

2.4 Counselling and Discipline

When a Trainer becomes aware of a problem with a student, the CEO will be informed and may be involved in coming to a suitable outcome for both the student and the RTO.

An appointment will be set up with the student by the Trainer to discuss the problem. The student will be given the opportunity to explain the reason/s and will be given a reasonable amount of time to overcome any difficulty or issues. In all situations a counselling approach will be utilised to facilitate a positive outcome.

All students have the right to achieve to the level of their ability without disruptive behaviour. The trainer has the right and responsibility to remove people exhibiting such behaviour as to infringe on the rights of others, from the class.

The Trainer will detail matters for discussion on a Non-Conformance/ Corrective Action Report including students' reason/s for the problem and the outcome of the meeting. Outcomes may include:

- Monitoring of student behaviour for a set period of time
- Referrals on to further counselling either with Brisbane Holistic Health Centre or an external agency

The Report will be kept on file at Brisbane Holistic Health Centre for further reference.

2.5 Competency Based Training

Competency Based Training (CBT) describes the method of delivery used to teach at Brisbane Holistic Health Centre, and enables students to study a module until they are assessed as being competent to industry standard.

2.6 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) takes into account previous studies a trainee may have completed, including relevant modules from previous training or workshops, as well as life and work experiences. These are measured against a student's chosen course of study, and if relevant, may be granted credits or exemptions from part of the course.

All students will be given the opportunity to apply for RPL if applicable. Brisbane Holistic Health Centre will accept applications from all students wishing to apply for RPL.

The following procedure will apply to all students:

- Obtain an *RPL Application Form* and submit to the Course Trainer
- The Trainer will issue the student with an RPL Assessment Notice stating meeting time/date, modules requested, assessment process, supporting documentation etc
- Meet with Trainer to proceed with application
- Depending on circumstances if granted RPL, a refund for the appropriate calculated amount will be given.
- The relevant RPL documentation is required to be sent to the State Training Authority

Brisbane Holistic Health Centre has the right to refuse a student being granted the RPL Application, if there is not sufficient supporting evidence/documentation available at the time of the process.

2.7 Language, Literacy and Numeracy (LLN)

At the commencement of training, student are assessed in their ability in language, literacy and numeracy skills. This is for the benefit of both parties. We also ask students to come forward if they are aware that they require special assistance. When problems are identified, action is taken to assist the student, this being:

- Discussions between Student and Trainer to identify student's particular needs
- Restructuring training delivery and assessment methods to suit these needs
- On-going support provided and progress monitored by Trainer, to ensure successful learning outcomes

If by this stage the student requires additional assistance, the Trainer or student may approach the CEO to arrange external training support, through a Brisbane Holistic Health Centre approved training provider such as Tafe.

All LLN issues are treated with understanding, discretion and confidentiality.

3.1 Workplace Health & Safety

Safety rules are established for the protection of students, staff and guests. Students, staff and guests can be seriously injured if they are not aware of the potential hazards of the workplace.

3.2 Fire and Evacuation Procedures

In case a fire breaks out, no matter how small it is, it is absolutely necessary that student observe the following:

- a. Be calm, don't panic
- b. Be aware of the danger of smoke
- c. Follow Trainers directions

If evacuation is required, students will be informed by the Trainer to move out of the building through exit doors and congregate at the designated meeting place.

4.1 Workplace Health & Safety Policy

Students are required to comply with the standards under Workplace Health and Safety Act 1995. Students who do not follow the health and safety directions are liable under the Act.

Brisbane Holistic Health Centre is totally committed to the principle that all workplace injuries can be prevented. All students at Brisbane Holistic Health Centre therefore automatically accept an obligation to the Brisbane Holistic Health Centre, and to fellow students that all operations under their care or control are carried out in a safe and efficient manner.

The centre requires workplace health and safety to be regarded as an integral part of the day to day operation. The safety of the public, student and our own employees is the responsibility of all levels of management and is to be demonstrated at all times.

We neither expect nor require our students to attempt anything likely to cause them harm. Students are obligated to follow safety instructions given by a Trainer. They must not deliberately put the workplace health and safety of anyone at risk, or deliberately injure themselves, or deliberately misuse anything provided for workplace health and safety.

4.2 Access and Equity Policy

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions that affect their lives. We will implement customer oriented conservation programs and target the specific needs of market segments in enhancing the economic development of the Centre.

- Step 1 Ensure the establishment of non-discriminatory student selection procedures, which encourage fair access for members of under-represented groups.
- Step 2 Ensure access and equity issues are considered during curriculum represented groups.
- Step 3 Provide access to staff development to assist Trainers who deliver courses to under-represented groups.

Brisbane Holistic Health Centre is committed to providing an environment, which is safe for all students. You will not be disadvantaged in your training opportunities as a result of lodging a complaint.

4.3 Sexual Harassment Policy

Brisbane Holistic Health Centre considers sexual harassment an unacceptable form of behaviour, which will not be tolerated under any circumstances. The Centre believes that all students and staff should be able to work in an environment free of intimidation and sexual harassment.

Under the Queensland Anti-Discrimination Act **(1991)** and the Federal Sex Discrimination Act **(1984)**, sexual harassment is against the law.

Brisbane Holistic Health Centre staff will ensure that all students are treated equitably and are not subject to sexual harassment. They will also ensure that people, who make complaints, or witnesses, are not victimised in any way.

Any reports of sexual harassment will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required.

4.4 Anti Discrimination Policy

Brisbane Holistic Health Centre is an equal opportunity employer(RTO). All trainees are treated equally, without regard to race, age, sex, marital status or any other factor.

Brisbane Holistic Health Centre will not tolerate any form of discrimination. We believe all students have the right to study in an environment free of discrimination and harassment. Discrimination undermines proper working relationships and may cause low morale, absenteeism and withdrawing from training.

Under Federal and State anti-discrimination laws, discrimination under the following grounds is against the law:

- Sex
- Parental status
- Physical impairment
- Trade union activity
- Marital status
- Age
- Religion
- Pregnancy
- Lawful sexual activity
- Political belief and activity
- Race
- Social origin
- Criminal record

Brisbane Holistic Health Centre staff will ensure that all students are treated equitably and are not subject to discrimination. They will also ensure that people, who make complaints, or witnesses, are not victimised in any way.

4.5 Customer Complaints and Appeals Policy

In the event of a customer complaint occurring, trainees are advised to follow the set procedure:

Step 1 Discuss the matter with their Trainer.

Step 2 Failing a satisfactory outcome the matter should be referred to the CEO.

Step 3 Should the customer complaint still remain undetermined the trainee will be advised to external agencies that can assist them.

Each meeting will be documented by staff for Brisbane Holistic Health Centre records.

4.6 Refund Policy

Should Brisbane Holistic Health Centre cancel any course, participants are entitled to a full refund or transfer of funds to a future course.

An initial non-refundable deposit of 25% will apply to all courses, payable on enrollment.

No refund is available to participants who leave before finalising the course unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis. However, should participants wish to finalise incomplete modules in a future course, the original fee payment can be used as credit towards that course within six months of initial payment.

All monies received are placed in a bank account and are not accessed until the course commences. A relevant proportion of fees for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible trainees.

7.1 Acknowledgment of Receipt of Handbook and Orientation Program

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Enrolment Forms

Course Enrolment Form	[]	[]
Pre Training Questionnaire	[]	[]

Trainee Handbook

Code of Practice	[]	[]
Education & Training Standards	[]	[]
Tuition Fees	[]	[]
Competency Based Training	[]	[]
Recognition of Prior Learning	[]	[]
Absenteeism	[]	[]
Counselling/Discipline	[]	[]
Ground Rules of Safety	[]	[]
Fire & Evacuation Procedures	[]	[]
Workplace Health & Safety Policies	[]	[]

I have read and understand the rules and regulations set out in the Brisbane Holistic Health Centre Trainee Handbook and agree to comply with the rules as a student of Brisbane Holistic Health Centre.

Trainee Name:

Signature:Date:/...../.....

PLEASE COMPLETE FORM, TEAR OFF AND HAND BACK TO YOUR TRAINER ON COMPLETION OF ORIENTATION