

# Student Handbook

The information contained in this handbook is designed to allow you to get the most out of your education experience.



Please read the handbook carefully as it also contains some important guidelines that as a student you will be expected to follow and comply with.



[qacademy.com.au](http://qacademy.com.au)



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## Using this manual

The contents page is linked to the rest of the document - if you click on the title it will take you to that page.

If you see a piece of [text this colour](#) throughout the document it is an internal link and will take you to the corresponding information inside this manual.

If you see a piece of [text like this](#) throughout the document it is an external link that will take you to a web page, this requires an active internet connection to work correctly.



## Welcome

You are a student with Q Academy's online branch NetQ, as such all policies and procedures of Q Academy will apply to you. ***Some of these are only applicable once you are on-site to complete assessments or student clinic.*** It is your responsibility to understand and be aware of the college policies and procedures. If you are unsure or do not understand anything, please ask.

We want you to have fun while you are a student with Q Academy and NetQ. We also want you to be able to learn in a safe, non-intimidating environment. Please do not hesitate to ask us any questions at anytime. Remember we are here to help.





## NetQ Team

Here are the team players we have here at NetQ and the roles they play:

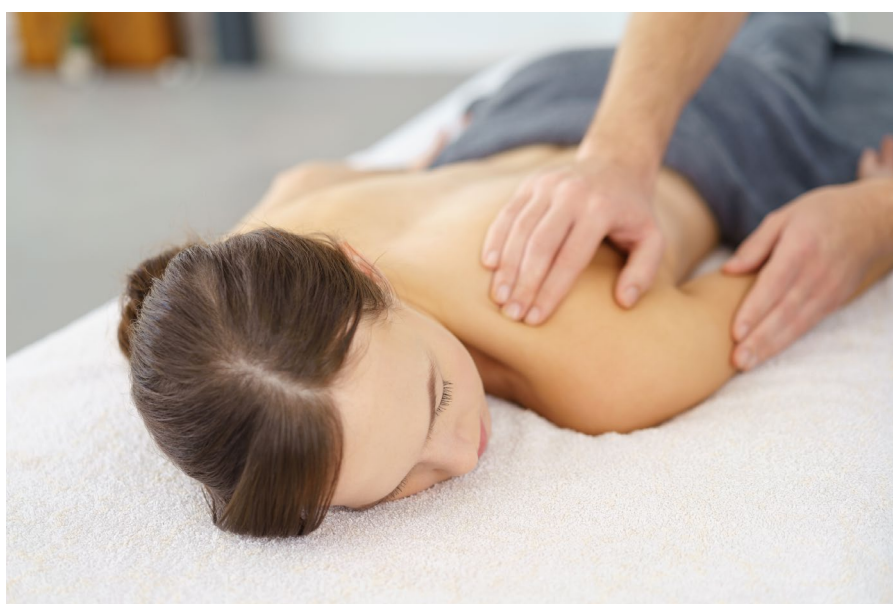
<b>Career Specialist</b>	Student services and careers guidance councillor. This person will be your first point of contact when you are considering studying with us. They will answer your questions and assist you through the enrolment process. They will ensure that you are successfully set-up in our online platforms and help keep you aware of your contracted due dates. Should you choose to enrol via the PACK payment option, our Online Career Specialist will be available to facilitate your progress to each new PACK release. You should contact your Career Specialist should you have any questions regarding payment or your contract throughout the program.
<b>Tutor</b>	Trainer and Assessor similar to a teacher or lecturer. This person will guide you through the online content, they are available to answer your questions and enhance your understanding of each module. This team member will prepare you for and conduct your online assessments. You should contact your Tutor should you have any questions regarding course content or assessments throughout the program.
<b>Supervisor</b>	Clinical placement tutor. Should you choose to complete some of your clinic placement at one of our <a href="#">Secondary Clinics</a> you will work with our Secondary Clinic Supervisor in that location. This person is an employee of the clinic, they become your tutor for this phase of the course. You will contact them to arrange your schedule and they will be on hand through out all of your treatments to assist. Depending on staffing arrangements at the clinic you may have more than one supervisor throughout your clinic hours.
<b>Q Academy Course Coach</b>	Clinical placement tutor. When you are onsite at a Primary Clinic you will work with Q Academy's Trainer and Assessors in that location, they will become your tutor for this phase of the course. They will be on hand for all of your treatments to assist, they will also conduct your final practical assessments. Depending on staffing arrangements at the campus you may have more than one Course Coach throughout your clinic hours.

**Q Academy Clinic Co-ordinator** This person co-ordinates student clinic for all students at their campus location. You will be put in touch with the Q Academy Clinic Co-ordinator at your chosen Primary Clinic by your Career Specialist when it is time to schedule your onsite student clinic placement. You should contact this person should you have any questions regarding your student clinic schedule.

**Q Academy Campus Captain** Campus manager. This person is responsible for the day to day operation of their campus location. They provide support to the Q Academy team and are available to answer questions from students. Should you have any questions about your time at a Primary Clinic you can speak with the Q Academy Campus Captain at that location.

### **Online Manager**

Supports each member of the NetQ team and is available to answer questions from students. Oversees any contractual changes, processes RPL and Credit applications and authorises Certificate processing. This person is your contact point for any VSL related queries. Should you have any questions or concerns regarding any part of our programs you are welcome to get in touch with your Manager.







## Our Mission

Our mission is to provide an online solution for outstanding massage education in a fun, innovative and professional manner. We pride ourselves on using science based content, accessible via premium online platforms with round the clock support from dedicated and qualified teaching professionals.

## Expectations of Adult Education

The people that attend Q Academy and NetQ as students can come from a diverse background. Some have not been in a classroom or online learning environment for many years (or at all) whereas some have just left school, however everyone is returning to a learning environment to learn a range of new skills and knowledge.

## What We Expect of You

To help you get the most out of your study and enjoy your time, here are some simple basic requirements we ask of all students:

- Respect other students and staff of the Academy and treat them in a way that you would like to be treated yourself
- Advise the Academy of any special needs you have which could affect access to training opportunities i.e. language, literacy or mobility so that support can be provided where necessary or adjustments made to ensure a safe learning environment for all participants
- When onsite; not smoking inside or within 10m of the vicinity of Academy doorway. We ask that you do not smoke in your student uniform in public view.
- Observe all Academy policies and procedures outlined in this booklet
- Act in a manner that positively promotes you personally and the Academy at all times
- Participate in all sessions drug and alcohol free
- Do not put down or intimidate others in any way
- Do not discriminate against anyone in any way
- Be positive and supportive of everyone studying at the Academy
- Complete all online sessions and attend your on-campus requirements as scheduled
- Be an active participant during class forums and student clinics
- Respect Students and Team and their property at all times

## Course Recognition

The HLT42015 Certificate IV in Massage Therapy and HLT52015 Diploma of Remedial Massage are nationally recognised qualifications. They have been designed to meet all of the VET quality framework guides.

NetQ's courses are recognised by leading industry associations such as Massage & Myotherapy Australia (MMA), and the Association of Massage Therapists (AMT). Graduates of this course may apply for membership with any of these associations, after graduation, once they have received their Record of Results.

At the time of writing NetQ's HLT52015 Diploma of Remedial Massage course is eligible for a provider number with the majority of health funds. Medibank Private and HCF stipulate their own education requirements for the HLT52015 Diploma of Remedial Massage to receive a provider number. All massage courses delivered via distance education, remotely or online do not meet their criteria. Therefore, NETQ's Online HLT52015 Diploma of Remedial Massage is not Medibank and HCF compliant. This means that NETQ's graduates will not be eligible to offer healthcare rebates for members of Medibank Private and HCF but are eligible to offer healthcare rebates for members of most other health funds and utilise HICAPS for those eligible health funds. If being a Medibank Private and HCF rebate provider is a key objective, then we strongly advise studying Q Academy's on-site HLT52015 Diploma of Remedial Massage, which is fully Medibank Private and HCF compliant.



Students may choose to transfer to onsite study at any time in their program. Q Academy cannot issue a letter of Medibank compliance at the end of this study unless they re-sit some of the required elements on-site

## Proof of Enrolment

Where necessary your Career Specialist can provide you with a proof of enrolment document. We are unable to issue Student ID Cards for our online programs, these cards can be used for concession purposes and are for those with a guaranteed onsite load only.

## Course time length

You will have 2 calendar years to complete all course requirements for the HLT52105 Diploma of Remedial Massage and 1 calendar year to complete all course requirements for the HLT42015 Certificate IV in Massage Therapy . This begins from the date of course access.





*Course requirements* include all training and assessment. This includes all on-site requirements such as student clinic. Where exceptional circumstances occur you may apply to the Online Manager for an [extension](#).

You will be provided with a suggested schedule at the commencement of each PACK. This schedule has been designed to guide you through completing the course content at a constant pace to allow you to complete all course requirements within your contracted timeframes.

## Assessment turnaround time

During the course there will be areas that will require an assessor to review your work. As we focus on providing a high level of support to all learners, we will endeavour to mark and provide feedback within 48hrs.

There are times where due to peak load this will be extended, however we will always mark the task and provide feedback within 5 business days.

## Q Academy and NetQ Policies and Procedures

You are a student with Q Academy's online branch NetQ, as such all policies and procedures of Q Academy will apply to you. Policies are the statements explaining Q Academy's position on important issues. Procedures detail processes that will be associated with the implementation of these policies. Policies and procedures not only outline the rights and responsibilities of students but also Q Academy and NetQ's responsibilities to students. Throughout this handbook we will reference some important topics to be aware of. For more information on any of these items or to access the full list of Q Academy and NetQ's policies and procedures, including forms and applications please visit; <http://www.qacademy.com.au/policies-procedures-forms/>

## Course Progression

For HLT42015 Certificate IV in Massage Therapy your program is divided into four sections, or PACKs. PACKs must be completed in the prescribed order and subsequent PACKs cannot be purchased prior to the completion of the preceding PACK. You will receive confirmation from your tutor once you have completed the requirements for your current PACK.

For HLT52015 Diploma of Remedial Massage you will be given access to your course in 12 PACKs, you will be provided with a schedule and you must meet the assessment deadlines indicated on this schedule. This is particularly important for those of you studying under [VSL](#) funding.



## Home Practice

External practice is required throughout all Q Academy and NetQ qualification courses. To ensure safe and effective practice we have some guides below.

### Massage Tables

Massage tables are supplied for use when you're on-site for student clinic and during on-site assessments. It is a requirement of the course to have access to a massage table at home or in an area where you can do regular practice.

### Home practice and insurance

When you do massage outside the college you're not covered by any insurance. In the unlikely event that you are sued for negligence you would not be covered by an insurer. For this reason, we recommend you join a massage association, as a student member and get insurance to cover you for any external massage you do.

This insurance is not limited in any way. As long as treatment is performed within 'scope of practice' and you abide by all the principles of safe practice then you will be covered. Additionally, you should ensure you explain to any friends and family whom you are practicing on that you are a student. You should not accept payment for treatment given during these practice hours.

Once you finish your study and begin work as a paid professional within the industry, you can simply upgrade your association membership from a student member to a full membership. We recommend AMT or MMA as Australia's peak massage associations.

### Secondary and Virtual Clinics and insurance

Should you choose to complete some of your clinic hours at one of our [Secondary Clinics](#) or [Virtual Clinics](#) you must, as a condition of enrolment, obtain student association membership to ensure you have insurance to cover yourself and the Secondary Clinic that is hosting you.

## Draping and Professional Standards

As you study massage you will be required to give massage. At all times throughout the process of giving massage professional conduct is expected. At all times you should ensure your 'client' is appropriately draped so only the area being worked on is exposed.

Appropriate and professional touch is also expected at all times. The therapist must have informed consent from the client, prior to making any form of physical contact. In the event that the therapist recommends a change to the treatment plan agreed upon at the outset, which may involve a change to the techniques used or areas of the body previously consented to by the client, the therapist must first obtain the client's verbal consent to proceed. Draping and professional conduct is covered in the content of your early lessons.

For further information please see "QA conduct and draping policy" available for download from the website; <http://www.qacademy.com.au/policies-procedures-forms/>



## Module and Unit Assessments

Throughout study with Q Academy and NetQ you will be required to display competency in the skills and knowledge contained within the course. While completion of all scheduled lessons is required, completion alone **does not** show competence. You must display competence in all assessments to complete the study and be awarded qualifications or statements of attainment.

Assessments contain a range of techniques including oral questioning, case studies, role plays, quizzes, practical activities, short answer writing, multiple choice questioning, observation of practical skills, formal and informal presentations and critiques with your Online Tutor.

You will be provided with a schedule and a list of assessment requirements at the commencement of each PACK. You should consult these documents to ensure you are aware of the requirements and the suggested timeframes for completing each lesson and task. You should alert your online tutor when you are getting close to being ready for assessment items and a suitable time can be booked.

Each PACK contains various assessment tasks, you can find a complete list of all assessment tasks for each unit on the Unit Assessment Information page on e-Campus. It is your responsibility to book your tasks with your tutor so they are completed prior to your PACK due date. PACK due dates can be found on your enrolment contract. Please allow at least 48 hours to book a task with your tutor. If you are concerned about an approaching due date and feel that you are not on track to meet your targets you should contact your tutor before the due date arrives.

At the time of assessment, once you have completed all components of the task, you will be made aware of the outcome which will be recorded as satisfactory or not satisfactory. You will receive feedback on why that decision was made. Should you be dissatisfied with the assessment result you can request a review of that outcome: see [complaints and appeals](#).

Should the result remain not satisfactory, you will have opportunity to schedule a time to re-take the assessment to reach a satisfactory outcome.

After an unsuccessful attempt your tutor will provide you with feedback. This feedback will outline what information you should re-visit prior to re-assessment. If the assessment is not completed within the specified time-frame or completed unsuccessfully two (2) times, you will be deemed to have not successfully completed that module. If you wish to continue study you will need to re-enrol in the module and pay any applicable fees.

Please note, tutors have limited assessment timeslots per week, should you be unable to complete your assessment at your agreed scheduled time you must make contact with your tutor to re-schedule at least 24 hours prior to allow another student to make use of this time. Failure to do so may result in an 'unsuccessful attempt' being recorded for that task.

For more information see "QA Assessment policy" which is available for download from:

<http://www.qacademy.com.au/policies-procedures-forms/>

## Student Clinic

Student clinic occurs at various stages throughout your course. This is a very important part of the qualification as it is where you apply the skills and knowledge gained in a clinical setting. This is a workplace simulation, showing your ability to work as a professional within the industry.



There is a minimum requirement for this module to be completed on-site at one of Primary Clinics (a full list of primary clinics can be located on our website). You should nominate a Primary Clinic location and month to book your clinic at the time of enrolment into your program. If you are intending to complete some of your hours at a [Secondary Clinic](#) or [Virtual Clinic](#) you must inform your Career Specialist of this at the time of your enrolment. Please see below for onsite supervised clinic requirements for our programs.

Requirements will be clearly outlined prior to starting the “student clinic” module. As this is a continued observational assessment a student can be deemed not satisfactory for repeated non-performance of the specific standard at any time and withdrawn from study.

You will receive an email from your Career Specialist when it is time to make arrangements for your Student Clinic schedule, please read this information carefully and clarify where necessary. There is some additional information supplied in e-Campus, once again you should access this information and take the time to clarify where necessary.

It is normal to feel nervous prior to starting clinic. Remember you aren’t expected to arrive at clinic knowing what to do, if you did you wouldn’t need this final learning experience. The entire team is here to support you and we wouldn’t let you progress to this part of the course if you weren’t ready to test your skills on some real clients. Embrace the nerves, ask heaps of questions, treat as many people as you can and immerse yourself in the physical and mental challenge of being in a bustling, professional clinic. If you have the opportunity to treat your fellow students and do some extra Course Coach massages do it, then ask them for feedback. You might feel a bit all over the place at first, but by the end of day two you will feel like all your lessons are clicking into place. This is the time when all that you have learnt on paper becomes relevant, you will be exhausted, but feel so confident.

The supervised clinic requirements for our programs are as follows:

HLT42015 Certificate IV in Massage Therapy – 60 hours (at least 45 at a Primary Clinic first)  
 HLT52015 Diploma of Remedial Massage – 150 hours (at least 70 at a Primary Clinic)



## Secondary Clinics

Secondary Clinics are part of our third party provider network. They are fully functioning, multi-modality clinics with a certified remedial massage trainer and assessor onsite. A current list of our available Secondary Clinic locations can be found on our website.

You may choose to complete a portion of your clinic requirement at one of our Secondary Clinics. Please understand these facilities are functioning clinics, you will be given the contact details of the Supervisor at your chosen location, you should then work with this person to arrange a schedule that suits. Secondary clinics will have limited availability, these sites will suit a student who wants to complete up to 9 hours a week of clinic over a number of weeks. If you are planning to schedule a block of clinic (full time hours – roughly 30 hours/wk) you will need to book this block at a Primary site.

Should you decide to complete some of your clinic hours at a Secondary Clinic you will be required to obtain Professional Indemnity and Public Liability Insurance. You can speak with your association about the process for this.

## Virtual Clinics

The Virtual Clinic is a remotely supervised student clinic. This is an option so students can complete some of their clinical hours from home. You will treat members of the general public from home, while being supervised by one of our Online Tutors via video link. This is to help you receive the same support and learning experience as you would at a Primary Clinic, but giving the flexibility and convenience you would expect with online learning.

When you are practicing in the Virtual Clinic you are responsible for providing a massage table, towels, oil and paperwork that is needed to complete a treatment. We would expect you to wear the student uniform that was provided to you while at one of our Primary Clinics. You will need to find and book your own clients, and you cannot treat the same person more than 5 times. Should you decide to complete some of your clinic hours via Virtual Clinic you will be required to obtain Professional Indemnity and Public Liability Insurance. You can speak with your association about the process for this. Your Virtual Clinic hours must be completed after your Q Academy Primary Clinic hours.

Virtual clinics will have limited availability, these sites will suit a student who wants to complete up to 9 hours a week of clinic over a number of weeks. If you are planning to schedule a block of clinic (full time hours – roughly 30 hours/wk) you will need to book this block at a Primary site.

Please note, you cannot complete the entirety of your clinic requirements at a Secondary or Virtual Clinic. You will still be required to attend a Q Academy campus in South-East Queensland (Brisbane, Sunshine Coast or Gold Coast) for a minimum of 45 hours (CIV) and 70 hours (DIP) to complete your student clinic requirements, these hours will include your final practical assessments, please see your Student Clinic Mission Book and assessment dashboard on Cloud Assess for more information on these assessment tasks.



## Clinic Attendance

During clinic 100% attendance is required. If you miss a clinic session this has to be made up within a reasonable time period. This is subject to availability. Please speak to the clinic manager at your chosen location to discuss your options in this instance.

For more information see the clinic section of “QA Attendance Monitoring “which is available for download from: <http://www.qacademy.com.au/policies-procedures-forms/>

## Clinic Facilities

During the student clinic module, a treatment area will be supplied for practice. This area will meet the requirements for a simulated workplace. This is developed through consultation with industry on current standards of practice. It is expected that this area is maintained in clean and hygienic manner; this is an industry requirement and will be an assessed criterion. The bay is to be returned to its original state at the end of each session. This includes wiping down any hard surfaces, ensuring the table is clean and damage free, the room is free of towels and rubbish, the floor is clean and mopped or vacuumed and free of oil. All these processes will be demonstrated throughout your training.





## Student Clinic Uniform

During 'Student Clinic' you will be required to wear a specific 'uniform'. Prior to attending student clinic, please ensure you are aware of the current uniform requirements. When you enrol in PACK 4, you will be provided with 2 student shirts, these comprise part of your uniform and are to be worn at all times throughout student clinic.

At all times you must wear enclosed shoes. If you wear open shoes of any type you will be sent home to change.

## Security of Personal Items

Q Academy and NetQ take no responsibility for the safety of personal items such as phones, handbags, wallets, media players or computers when brought into a Primary or Secondary Clinic. It is recommended that no valuable items be taken to a Primary or Secondary Clinic.

## On-site Kitchen Facilities

At our Primary clinic locations, tea and coffee making facilities are provided. At times some foods such as bread, fruit, lollies are available. All of these items are a privilege, not a right, and can be removed due to misuse. While you are permitted to use kitchen facilities, it is also your responsibility to keep them clean and tidy at all times. Please wash, dry and put away everything you use and leave the college neat and tidy at all times.

Q Academy and NetQ reserve the right to remove these facilities at any time for any reason.

## Program resources

We will provide you with user friendly manuals that contain all the resources, materials and activities required for your program. Tutors may also be able to provide references for additional information.

You will be given access to several online sites where your resources are available:

- Your course manual with embedded video lessons is hosted on our Learner Management System, eCampus.
- Your assessment dashboard is located in Cloud Assess.
- Your class forum, where you can chat as a cohort with your tutor is hosted by Facebook.
- Your assessments are completed via video link up with Skype.

You will be sent links to create your profiles in each system upon enrolment into PACK 1 of the course. Q Academy and NetQ remind you that access to these resources is provided for yourself only. Material should not be shared or reproduced without the express permission of the Academy.



## Refunds

Our refund policy is course and delivery dependant. When enrolling into a course, students must sign an enrolment form, this form contains the terms and conditions applicable to your enrolment. To view and download the current refund policies please download it from:

<http://www.qacademy.com.au/policies-procedures-forms/>

## Cleaning when on-site

We thank you for taking responsibility for your own actions and conduct when you are completing your onsite student clinic module. At the end of the day please leave the college or Secondary Clinic in a clean and hygienic manner. If these principles are followed by all students then the space will always be a safe and clean environment for everyone.

## Student and Staff Boundaries

Q Academy and NetQ are a professional organisation and respect staff and student boundaries. We encourage our team to not socialise or maintain external friendships with students who are currently studying in any form of study. This is to keep a clear student, team relationship, and ensure fair and equitable treatment of all students.

Under no circumstances can a student and a team member have an intimate relationship.

## First Aid (FA)

Students must have a current First Aid certificate prior to starting placement in student clinic. This unit is not included in the online program, you have not been charged for it.

Q Academy runs this course, please contact your chosen campus to book. If you choose not to complete it with Q Academy, the original statement must be presented for Q Academy to take a certified copy, or supply Q Academy with a certified copy.

The full name of the required unit is “Apply First Aid HLTAID003”

## Direct Credit Transfer

As a Registered Training Organisation, we recognise qualifications or statements of attainment issued by another Registered Training Organisation.

If you wish to apply for credit transfer you will need to supply certified copies of qualifications or statements that show the unit held.

The unit must be the same as that contained in the course. This process must be completed prior to starting your Program. For more information see the policy

<http://www.qacademy.com.au/policies-procedures-forms/>



## Extension

NetQ enrolment contracts extend 12 months for HLT42105 Certificate IV in Massage Therapy and 24 months for HLT52105 Diploma of Remedial Massage, upon enrolment you will be provided with a suggested schedule, where you are unable to complete your PACKS within contracted deadlines you may be eligible to apply for an extension.

The maximum length of an extension for each PACK is one month past your contracted due date, if you are unsure of your due date please refer to your enrolment contract or speak with your Career Specialist.

Extensions are granted at the discretion of the Online Manager. You should speak with your Tutor or Career Specialist if you feel that you have encountered circumstances beyond your control that have impacted on your ability to complete your coursework within the required timeframes.

A formal request for extension must be lodged using the approved NetQ Extension form, this can be found on the website (<http://www.qacademy.com.au/policies-procedures-forms/>) or from your Career Specialist.

Students who choose to study under [VSL](#) funding should consider carefully if the schedule is manageable as extension allowances are limited and failure to meet assessment deadlines can jeopardise your place in the funding scheme.

For more info see [Course time length](#)

## Record keeping

Q Academy and NetQ keep complete and accurate records of the admission, progress and graduation of our Students, including financial records that reflect payments.

In accordance with the Privacy Amendment Act 2000, all Students records are kept in confidential files. You are able to view your file upon making a written request to Q Academy. See "QA request for information release 2013" which is available for download from: <http://www.qacademy.com.au/policies-procedures-forms/>

## Certificates

There is a 30-day turnaround time for qualifications, testamurs and/or statements being issued. This is only if all paperwork and finances are complete, all assessments have been completed and you have been deemed competent in all units of competency.

## Misconduct

To protect our Students and Team at Q Academy and Net Q, we will take immediate steps to remedy any claims of behaviour that goes against our student conduct guidelines. This could include removing a student from study while we mediate the complaint or investigate the claims. Repeated misconduct can result in a student being expelled. Examples of this may include:

- Breaches of Academy rules and directions
- Failing to comply with the lawful direction of a Q Academy or NetQ Team member
- Acting in a manner that may endanger the safety or health of another person
- Unlawfully attempting to or assaulting or causing a person to be in reasonable fear of their safety or wellbeing
- Significantly impairing the ability of a person to participate in any legitimate activity
- Acting in a manner that disrupts the peace and good order of Q Academy and NetQ, or brings it into disrepute including misconduct and repeated disruption in the onsite or online classroom
- Divulging confidential information relating to a Q Academy or NetQ matter
- Causing damage to, or loss of property of the Academy
- Making a false representation as a Q Academy or NetQ Student
- Completing work on behalf of other Students
- Copying another Student's work
- Abusing, harassing, bullying or threatening Team or Students
- Wilfully breaching Academy policies
- Breaching any Act of the Commonwealth or State to which Q Academy and NetQ are subject

Q Academy and NetQ also reserve the right to remove a student from study for non-payment of fees.

Q Academy and NetQ reserve the right to expel any student for gross misconduct including theft, violence, threat of violence, verbal abuse, inappropriate language, lurid behaviour, wilful property damage or inappropriate touch towards a fellow student, student clinic client or team member. If expelled, you will forfeit the right to any remuneration and forfeit the right to a refund of fees paid and may incur any costs for damaged or stolen items or legal fees if the police become involved.



## Counselling

If you are struggling with part of our program or have any personal concerns that may affect your study, please reach out to the online manager to discuss your issues.

We will provide you with additional support to help you with your studies if required and/or refer you to an external professional organisation for guidance. All communications will be kept in strict confidence.

## VET Quality Framework

The VET Quality Framework established under the National Vocational Education and Training Act 2011 (see the full Act at [www.comlaw.gov.au/Details/C2011A00012](http://www.comlaw.gov.au/Details/C2011A00012)) ensures greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced. The VET Quality Framework is a legislated set of standards and conditions that all RTOs must meet.

Q Academy is a Registered Training Organisation (# 31896) and as such has met the requirements of the Australian VET Quality Framework. NetQ is the online branch of Q Academy and operates under the registration, policies and procedures of Q Academy.

To maintain registration with the Australian Skills Quality Authority (ASQA), our organisation is periodically audited against rigorous quality standards. Only Registered Training Organisations can issue Australian Qualification Framework (AQF) qualifications in the Vocational Education and Training Sector.

## Student Support and Welfare

Q Academy ensures that the needs of all Students are taken into account in the structure and delivery of its programs. Each Student has a right to:

[Equal access to training and assessment services](#)  
[Avenues for complaint, complaint and appeal](#)  
[Confidentiality and Privacy](#)





## VET Student Loans (VSL)

Q Academy is an approved VET Student Loans provider (#8100). For students that are eligible, there is an option to access HELP funding to fund part of the course fees. For further details see the fees page on the website.

Student accessing VSL are subject to extra policies and process relating to the VSL program such as enrolment, fees and withdrawal, eCAF enrolment and continued reporting requirements. All of these policies must be agreed to upon enrolment and are publicly available on Q Academy's website.

## English Language, Literacy and Numeracy (LLN)

Students that have special needs in language, literacy and numeracy **must indicate** that they require advice and support by informing a team member during the enrolment process.

Information to specialist service options such as TAFE Programs will be provided to you. The Academy will work in cooperation with external specialist service providers to ensure successful outcomes.

TAFE has programs in English language, literacy and numeracy available at most campuses. For more information contact the Adult Basic Education (ABE) unit or the English for Speakers of Other Languages (ESOL) unit TAFE.

## Access and Equity

The Academy is committed to providing students and clients with equitable access to facilities and services. Q Academy and NetQ are committed to creating a caring and supportive learning environment where all students have reasonable and appropriate academic and learning support.

Q Academy believes in the equal participation of all students and is committed to meeting the various legislative compliance requirements including the Disability Discrimination Act (DDA) 1992

Reading the full policy and procedure is recommended for any students who self-identity as having a disability or learning difficulty;

“QA Access and Equity policy 2013” which is available for download from:

<http://www.qacademy.com.au/policies-procedures-forms/>





## Unique Student Identifier (USI)

From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). As an approved RTO, Q Academy can apply for a USI on behalf of students in accordance with sub-section 9(2) of the Student Identifiers Act 2014. To do so we gain authorisation of that individual on the enrolment form.

## USI Privacy Notice to Individuals

The personal information collected and provided to the Student Identifiers Registrar is subject to the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988 (Privacy Act). The collection, use and disclosure of USIs are protected by the Student Identifiers Act 2014.

You are advised, understand and consent that the personal information you provide in connection with an application for a USI is collected by the Student Identifiers Registrar for the purposes of:

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts

These details may be disclosed to Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for the purposes of administering and auditing Vocational Education and Training (VET).

For further information about access and seek correction of the personal information held about them; and complain about a breach of privacy and how such complaints will be dealt with, visit the Student Identifiers Registrar's Privacy Policy.

<http://www.usi.gov.au/Pages/privacy-policy.aspx>

## Retention and Destruction of USI Personal Information

Q Academy will ensure the security of USIs and all related documentation under our control, including information stored in our student management systems in accordance with the Privacy Act and the Student Identifiers Act 2014. In accordance with section 11 of the Student Identifiers Act 2014, Q Academy will securely destroy personal information that we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after you have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.



## Drugs and Alcohol

Q Academy and NetQ, with its principles of alternative health care and well-being, is committed to encouraging students to actively promote their health, wellbeing and safety. This can be done by promoting good lifestyle choices such as diet and exercise whilst minimising damage from alcohol and other drug related harm

The use of drugs not prescribed, recommended or permitted by medical authorities is not tolerated by Q Academy or NetQ. Q Academy and NetQ do not, under any circumstances condone or support the use, possession, cultivation or selling of illicit drugs or the misuse and abuse of alcohol, prescription or other medication. Irrespective of what individuals may think or feel, the law regarding the sale and possession of illegal drugs is clear, and penalties are provided for the prosecution of offenders.

While on any campus, student clinic, external clinic placement or organised excursions, students are not permitted to:

- ☒ Smoke tobacco products - the campuses are all smoke free environments
- ☒ Use, distribute, sell, be in possession of or impaired by drugs, except where the use or possession of drugs is lawful and prescribed by a medical practitioner
- ☒ Be in possession of, consume or be under the influence of alcoholic beverages
- ☒ Possess any drug-related equipment such as syringes (unless prescribed for medical reasons with the knowledge of College staff), bongs and pipes etc

For the full disclosure of Q Academy's "drug and Alcohol Policy" visit;

<http://www.qacademy.com.au/policies-procedures-forms/>

## Anti-Discrimination

We aim to provide Students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a Student, you have rights and responsibilities.

Under the Anti-Discrimination Act 1991 (Qld), it is against the law to discriminate against people on the grounds of;

- sex (including sexual harassment or pregnancy)
- disability (includes past, present or possible future disability)
- race, colour, ethnic or ethno-religious background, descent or nationality
- marital status
- homosexuality
- gender identification
- age

If you feel you have been discriminated against, please complete an Incident Form. The incident will be investigated immediately and dealt with in the strictest of confidence.

## Harassment, Bullying and Sexual Harassment

Harassment and bullying including sexual harassment is unacceptable and unlawful. Harassment in any form will not be tolerated by Q Academy and NetQ. There is legislative framework in Australia under the Equal Opportunity Acts which makes it unlawful and subject to fines and/or legal action.

No person at Q Academy and NetQ should feel offended, humiliated or intimidated at any time.

More subtle forms of harassing behaviour are also prohibited; demeaning words or jokes of a sexual nature, provocative pictures or videos on computers or phones.

Whether a person intended to harass their victim is irrelevant. It is how the victim feels that is important.

In the event of an incident, contact should be made immediately with your Online Manager. If you do not feel comfortable speaking to your Online Manager, please consult any Q Academy or NetQ team member and they can advise you of the appropriate course of action.

## Privacy

We respect your privacy; that means that personal information collected as a result of your enrolment will be used by the Academy for specific purposes only; these being general administration, vocational education and training administration and regulation, as well as planning, reporting, communication, research, evaluation financial administration (including debt recovery) auditing and marketing.

Only authorised Academy officers and other authorised personnel (e.g. service providers) will have access to this information. Your personal information may be disclosed to Australian and State government authorities and agencies to comply with legislation. No further access to your personal information will be provided without your consent unless authorised or require by law.





## National VET Privacy Notice

Under the Data Provision Requirements 2012, Q Academy is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form), may be used or disclosed by Q Academy for statistical, administrative, regulatory and research purposes. Q Academy may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).



## Workplace Health and Safety

Q Academy and NetQ are committed to the proper management of workplace health, and safety (WHS). This policy is a statement of Q Academy's commitment to everyone's health and safety at all times within all location. Q Academy is committed to remove or reduce the risks to health and safety of all workers, students, visitors and general public who may be affected by our business operations. We aim to comply with various state and national legislations and codes of practices including:

Work, Health, & Safety Act 2011

Work, Health, & Safety Regulation 2011

Hazardous Manual Tasks Code of Practice 2011

How to Manage Work Health & Safety Risks 2011

Managing the Risk of Falls at Workplaces 2011

Work Health & Safety Consultation, Co-operation & Coordination 2011

Managing the Risk of Falls at Workplaces 2011

Q Academy and NetQ adopt a planned and systematic approach to the management of WHS and will provide the resources for its successful implementation.

The objectives of this WHS policy are to ensure:

- All hazards and risks to health and safety are identified, assessed and where they cannot be eliminated are effectively controlled according to the hierarchy of control
- Measures to control hazards and risks to health and safety are regularly monitored and evaluated
- All staff or workers (including students) are encouraged to contribute to the WHS process and matters affecting their health and safety at work
- All clinic managers, supervisors and workers (including students) will receive appropriate information, instruction, training and supervision they need to safely carry out their responsibilities
- All members of Q Academy will be provided with clear information which outlines their responsibilities especially relating to duty of care

Should an incident happen while you are at Q Academy, employees or students must complete an "Incident Report" at the time of the incident. This is available from the Academy reception. A first aid kit is available at the Academy and there is a designated first aid officer.

If you have any questions regarding safety and the prevention of accidents, including the use of equipment, please do not hesitate to speak to a trainer, clinic manager or head of campus (designated as an appropriate person).



## Student WHS Responsibilities

Follow the policies and procedures of Q Academy and the reasonable instruction/direction of coaches, supervisors or managers in relation to WHS;

- Ensuring their personal health and safety and that of others in the workplace
- Report any incident or hazards at work to their course coach or captain
- Use any equipment provided to protect their health and safety while onsite
- Assist in the identification, assessment and control of hazards in the campus

## Safety rules and regulations

Q Academy and NetQ have developed the following safety rules and regulations in the interest of safety, health and welfare of all persons on company premises. Failure to abide by these rules/regulations will result in disciplinary action.

Students must NOT:

- Run on the premises
- Indulge in horseplay or skylarking
- Place material or equipment in front of fire extinguishers or hydrants, exit ways or stairways
- Remove or tamper with fire or emergency equipment, except during an emergency
- Put rubbish in areas other than proper bins
- Consume or bring alcohol/drugs onto the premises
- Lift beyond your strength without assistance

Students MUST:

- Report all injuries, incidents, near misses or hazards
- Minimise risk through correct work practices and storage of items
- Keep your work area safe, clean and tidy, free of tripping or slipping risks
- Work to your department safety rules and job procedures
- Obey safety signs, directions, policies and equipment guides
- When operating a vehicle in the car park take due care, exercise reasonable caution and park only in designated areas

## Responsibilities

It is the responsibility of each therapist, including student therapist to follow all guides outlined within this manual and as directed by any Q Academy, NetQ or support staff member.

It is the responsibility of each Q Academy staff member to monitor the student/therapists operation and adherence to these guides. If any person is found to not be following these guides they risk being removed from study or clinical practice.



## Fire and Emergency Evacuation

Fire drills and emergency evacuation procedures will be explained to all students as part of their induction. A student's responsibility in the event of fire or any other emergency is only to raise the alarm and then proceed immediately via the emergency exit to a designated assembly point.

The designated assembly point will be outlined in the course induction for that site.

Teachers are responsible for leading their class to the assembly point and ensure that all of their class are present and accounted for by checking the names against the class roll.

Students must report to coach at the assembly point, ensure that their name has been recorded on an evacuation list, and await further instructions.

## Complaints

Q Academy and NetQ will ensure all students have access to fair and equitable processes for dealing with complaints and provide an avenue for students to appeal against decisions that affect them. Every effort will be made to resolve a student complaint.

A formal complaint from a student can be submitted at any time using a "QA Complaint form". The process for resolution and escalation can be viewed "Q Academy Complaint Flow Chart".

These are available for download from: <http://www.qacademy.com.au/policies-procedures-forms/>

Examples of both of these are contained on the following pages





## Formal Complaint Form

This form is to be completed if you are reporting a formal complaint or appealing a previous decision, including the decision of an academic result.

This form should be lodged with the head of campus.

Reason	
Inter student complaint	Student complaint against staff member
Course Quality complaint	Facility quality complaint
Breach of Standards	Preventative action
Academic appeal	Appeal of prior decision
Other (specify)	

### PERSONAL DETAILS

Name		Date	
Phone		Email	
Campus		Class	

### GENERAL INFORMATION

Details of problem / complaint / appeal

### SUPPORTING EVIDENCE

<i>Please list any documents, 3<sup>rd</sup> parties or information that can support claim</i>

**DECLARATION** *I declare that to the best of my knowledge, the information supplied on this form is all true and correct.*

Signature \_\_\_\_\_ Date            /            /

Office use only			
Received by		Date	/    /
Documents sighted and attached	YES	•	NO      •





## Q Academy Complaint Flow Chart



### Stage 1 - informal Complaint

An informal grievance can be lodged by speaking directly with a member of Staff in the college. The first step for most students they're most comfortable to talk to the teacher. In the case that the nature of the complaint is such that you do not feel comfortable talking to the teacher, then the best person to approach is the Head of Campus. At any time any concerns or questions can be lodged via email; [e-support@qa.academy](mailto:e-support@qa.academy). You will receive a response within 3 working days.

*No Resolution continue to Stage 2*

### Stage 2 - Formal Complaint

In the case that the complaint is of a serious nature or allegation of misconduct, speak directly to the Head of Campus. You will need to fill in a complaint form and indicate your issue with sufficient detail. Q Academy takes claims of misconduct seriously and will investigate and act on any claims within 5 working days. We will endeavour to work towards a resolution. In the case of an inter-student complaint we will need sufficient evidence to work with. As a process of natural justice, you will have the ability to put forward their views and have these reviewed by an impartial member of staff.

*No Resolution continue to Stage 3*

### Stage 3 - Appeal of decision

If you are dissatisfied with the outcome of the formal complaint procedure you may lodge an appeal. Complete a complaint form, selecting 'appeal' and submit to the head of campus. In the appeal you may be asked to provide further evidence. You will be notified of a decision within 20 working days.

*No Resolution continue to Stage 4*

### Stage 4 - External mediation

In the case you are dissatisfied with the outcome of the appeal, you can submit a written request to the Head of Campus for a review of the decision. This process is mediated by an appropriate external mediator.

## Disclaimer

As professional organisations, Q Academy and NetQ must comply with industry and regulatory changes and transitions. At times requirements for qualifications to be recognised may require immediate change. For this reason, Q Academy reserves the right to change any schedules, durations, assessment requirements, operational policies or procedures at any time.

Any new schedules, durations, assessment requirements, operational policies or procedures will supersede the old ones effective immediately from their date of implementation. Students who choose to study with Q Academy or NetQ must abide by all changes.

