

Student Enrolment 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

1300 20 40 80

Welcome.....	4
Definitions.....	4
Using This Manual	4
Our Mission.....	5
Expectations of Adult Education	5
Q Academy Policies and Procedures	6
Care of facilities when on-site	6
Text Books	6
Mobile Phones when on-site.....	6
Towels.....	7
Use of College Towels.....	7
Security of Personal Items	7
Personal Laptops or tablets.....	7
Kitchen Facilities	8
Classroom Facilities	8
Clinic Facilities.....	8
Student Uniform	8
Student and Staff Boundaries.....	9
Feedback and Surveys	9
Receiving Massage.....	9
Home Practice	10
Draping and Professional Standards	10
Running Late or Leaving Class Early	11
Minimum Attendance Required	11
Making up a Missed Session - <i>Qualification courses only</i>	12
Competency Check - <i>Qualification courses only</i>	12
Update and Revision.....	12
Program Resources.....	13
First Aid (FA)	13
Student for Life (SFL)	13
Student Clinic.....	14
Clinic Attendance.....	14
Certificates.....	14
Recognition of Prior Learning.....	14

Direct Credit Transfer	15
Module and Unit Assessments	15
Refunds	16
Deferment	16
Record Keeping	16
Visitors and Guests of Students	16
Misconduct	17
Complaints and Appeals	17
Q Academy Complaint Flow Chart	19
Withdrawal from a Course - Qualification courses only	20
VET Quality Framework	20
Student Support and Welfare	20
VET Student Loans (VSL)	21
English Language, Literacy and Numeracy (LLN)	21
Access and Equity	21
Skin Penetration	21
Unique Student Identifier (USI)	22
USI Privacy Notice to Individuals	22
Retention and Destruction of USI Personal Information	22
Drugs and Alcohol	23
Anti-Discrimination	23
Harassment, Bullying and Sexual Harassment	24
Counselling	24
Privacy	24
National VET Privacy Notice	25
Modelling Release	26
Work Health and Safety (WHS)	27
Fire and Emergency Evacuation	29
COVID-19 specific Requirements	29
Disclaimer	30

Welcome



As a student with Q Academy we want you to enjoy your time studying. We also want you to be able to learn in a safe and supportive environment. For this reason we have a number of policies and a 'Code of Conduct' that Team and Students alike are expected to abide by.

You will be expected to comply with all the college policies and procedures. It is your responsibility to understand and be aware of the college policies and procedures. If you are unsure or do not understand anything listed in this handbook, please ask.

Definitions

To help you out, here are some terms you will come across as a student with Q Academy.



Course Coach – may also be known as your teacher, trainer and assessor, presenter or lecturer.

College Captain - may also be known as the campus manager, principal or person in charge of the college.

Career Specialist – this person will help facilitate the enrolment process and can help with course specific enquiries

Admin – this person is based in the office and can help with a range of tasks including the day to day management of facilities

Qualification course - this is a course that leads to a nationally accredited qualification; The Certificate IV, Diploma and Adv. Diploma courses.



Using This Manual

This manual is only applicable to students studying nationally accredited training qualifications or units of competency.

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.

Our Mission

Our mission is to provide outstanding remedial and massage education in a fun, innovative and professional environment.

Expectations of Adult Education

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

Age doesn't matter, everyone is treated equally as adults and expected to undertake the role of an active student, in charge of their own learning experience.

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 at 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
- ❖ 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
- ❖ Attend your sessions on time and remain until completion of each session
- ❖ Be an active participant during class
- ❖ Respect each other's opinions and adopt the "one person speaks at one time" rule
- ❖ Respect Students and Team and their property at all times

Q Academy Policies and Procedures

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'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's policies and procedures, including forms and applications please visit;

<http://www.qacademy.com.au/Policies.php>

Care of facilities when on-site

Q Academy expects all students to take responsibility for their actions and conduct. All students are expected to respect and care for all supplied equipment and facilities. This includes;

Classroom facilities

Kitchen facilities

Clinic facilities

You will be expected to help maintain the college as a safe, clean and hygienic workplace. If these principles are followed by all classes then the college will always be a safe and clean environment for everyone. Your teacher will instruct you about the items that need to be maintained at the end of each training session, it is expected that you will follow these instructions and help participate in these group activities.

Text Books

We have a collection of textbooks that students may access. These books can only be used in the college and cannot leave the college. To sign them out see the office admin, the student who signs the book out is responsible for it and will be liable if the book is misplaced, stolen, not returned or returned damaged.

Mobile Phones when on-site

While in college your mobile phone is turned off. During student clinic phones cannot be used at all. It is your responsibility to ensure the [security of personal items](#)

During classroom study, if there is a situation requiring you to have your phone on it e.g. unwell children or family members, inform your course coach why you need to have your phone on for that particular time. The phone must be on silent and if you receive a call you must leave the room to answer it.



Towels

When massaging in class you will need to use three towels each and every practical lesson. For health and safety reasons you will use your own towels while you're on the table being massaged. These towels must be taken home at the end of each session and washed. Your towels cannot be stored in the college at any time.

Use of College Towels

If you do not bring in the required three towels, a \$10 fee is charged for the use of a set of the college's towels. The \$10 fee covers the general wear and professional cleaning of the set of towels. You can request and pay for the towels in the office prior to beginning class. The fee is non-negotiable; you cannot take them home to wash them.

Security of Personal Items

Q Academy takes no responsibility for the safety of personal items such as phones, handbags, wallets, media players or computers when brought onto a campus. It is recommended that no valuable item be taken to the college.

Personal Laptops or tablets

It is a course requirement to bring a personal computer or tablet for study purposes. It is a requirement that the device be reliable, with WIFI connectivity and a battery that can last over 4 hours without needing to be recharged.

We recommend a laptop over a tablet, as typing and doing course work is easier. Touchscreen is not required to navigate the course material or complete activities.

Tablets will require a browser that supports flash such as "puffin", there are a number of options available. It is recommended the tablet be large enough to comfortably read documents. We also recommend a Bluetooth keyboard if you are using a tablet.

Personal devices are the responsibility of students; Q Academy takes no liability for its safety from theft or damage.

When using devices, no offensive material should be viewable to other parties - this could include wall papers, files or videos.

Kitchen Facilities

The kitchen facilities are provided that may include items like microwaves, fridges, plates, cups, glasses and cutlery. This is all provided for student use. While you are permitted to use these facilities, it is also your responsibility to keep them clean and tidy at all times.

At times there may be snack foods provided. If-so, they are a privilege and in addition to standard practice. They are not a right or listed inclusion and can be removed at anytime.

Please wash, dry and put away everything you use and leave the college neat and tidy at all times. Misuse of these facilities may result in their removal and Q Academy reserves the right to remove these facilities at any time for any reason.

Classroom Facilities

All classrooms are setup in a manner that ensures ease of access and safe use. During induction a storage area for bulky items may be pointed out. The desks and study areas should remain free of tripping hazards.

Q Academy will supply a study area including tables, chairs and lighting that will ensure comfortable and injury free study.

Massage tables supplied for practical sessions are required to be inspected prior to use to ensure that the table is at the correct height and is safe for use - *this will be demonstrated in the first practical session*. In the case any damage is present please report it to the teacher immediately so the table can be removed from use until it is deemed to be safe.

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 criteria. 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 the training.

Student Uniform

At all times you must wear enclosed shoes. This is not an option. If you wear open shoes of any type you will be sent home to change.

No thongs, sandals, or open toed shoes.

During 'Student Clinic' you will be required to wear a specific 'uniform'. It makes you look like a professional, and as a student of the college you are representing us during student clinic. Prior to attending student clinic, please ensure you are aware of the current uniform requirements; these will be listed in the clinic handbook or manual.

Student and Staff Boundaries

Q Academy is a professional organisation and respects staff and student boundaries. We encourage our teachers 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, teacher relationship, and ensure fair and equitable treatment of all students.

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

Feedback and Surveys

During qualification courses there are a number of times we may request your feedback. These could include; Entry survey, Cheers and Challenges, Exit survey, ATQF quality indicator data. These systems are designed to help you get the most out of your training.

“Cheers and Challenges” are feedback forms which we give out at set points during your course. These can be filled in anonymously. After they’re filled out the forms are put in a sealed envelope and given to the head of campus.

If you wish the feedback to go to a director then simply ask admin for an envelope and write on the front “To the Director, Private and Confidential”. You can also have a confidential chat with a head of campus or any team member you feel comfortable to chat with.

Receiving Massage

At Q Academy you will be required to give and receive massages. As part of the learning process you will receive massages to experience what it feels like to have that are worked on with the techniques being taught.

If you have a specific reason for a certain body part not to be massaged, we can make allowances and you can choose to not receive treatment on that region. If this happens you must remain in the classroom and actively participate in the session.



Home Practice

External practice is required throughout all Q Academy 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. 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. In some cases we can loan college tables for you to use at home. These can be signed out overnight or over a weekend. There is only a certain amount that can leave the college at any one time. The available tables will be shared around between all students.

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.

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, AAMT or ANTA as Australia's peak massage associations.



Draping and Professional Standards

As you study massage you will be required to give and receive massage. At all times throughout the process of giving and receiving massage professional conduct is expected.

At all times you will be 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.

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

Running Late or Leaving Class Early

You are required to attend a minimum amount of each lesson. The cut-off point is 20 minutes.

If you arrive more than 20 minutes late for the start of class, or 20 minutes late back from a break or leave more than 20 minutes early then you will be marked absent for this session, even if it is due to circumstances beyond your control.

It is advised that you still sit in on the lesson even if you are over 20 minutes late and marked absent as it will prevent you from falling behind in terms of knowledge, and will make it a lot easier to prove your competence.

Minimum Attendance Required

To complete qualification courses and gain certification we require you to attend a minimum amount of scheduled training. Listed below are the maximum amount of sessions that can be missed for the different study variations.

Study type	Missed Attendance Limits
On-site classroom session	<ul style="list-style-type: none">– Maximum of 8 session not attended per term of study– Competency check must be completed for all missed sessions
Student Clinic session	<ul style="list-style-type: none">– Maximum of 3 pre-approved variations per term of study– Maximum of 3 sessions per term of study due to medical reasons– Maximum of 1 session not attended per term of study– Any missed sessions must be completed with another clinic placement*
Dry Needling session	<ul style="list-style-type: none">– Maximum of 4 sessions during study– Any missed sessions must be completed with another course*
First Aid	<ul style="list-style-type: none">– Any missed sessions must be completed with another course*

For the full list of terms please see “QA Attendance Monitoring policy” which is available for download from: <http://www.qacademy.com.au/Policies.php>



Making up a Missed Session - *Qualification courses only*

During the qualification courses you are required to have 100% competence of every session. This means that if you miss a class you will need to prove that you have studied and understand the material contained in that session.

Some lessons, such as clinic first aid and dry needling, require you to re-sit the lesson. For lessons that do not require this, you must make up the missed session via **self study** and then proving competence in a “competency check”. Details of this are listed below.

Self study would be reading the manual and using your own resources to ensure you understand the material covered in that lesson. If available, you can use the **online system** to assist in the self study phase.

We believe each session is important and must be understood. We encourage students to do everything in their power to attend all classes and put a priority on study. This will allow you to get the most from your course and have the best chance of being competent first go.

If you do miss a lesson, make it up as soon as possible. This will ensure the best learning experience. **You cannot undertake an assessment until all lessons in that module are marked as complete.** It will also ensure the best chance of making up sessions in time to complete the course.

Competency Check - *Qualification courses only*

To do this, you will need to book a time with a course coach to undergo a 15 minute ‘competency check’. This process requires you to pre-read, and have an understanding of the material covered in that missed session. The course coach then quizzes you on the content to see you have an understanding. If during your ‘competency check’ you are deemed not competent, then you can book in for an “Update and Revision” session.

Update and Revision

Q Academy offers students access to one-on-one time with a teacher to review course material that has already been studied, this is for the purpose of revising and updating the student knowledge on the topic. These sessions are usually used for students that are having trouble with the material and need extra tuition. Students are also welcome to organise small study groups to attend these sessions and access the benefit of having a teacher present for further tuition.

All students get access to a total of 8 update and revision sessions.

Program Resources

We will provide you with user friendly manuals that contain all the resources, materials and activities required for your program. Additional resources may be borrowed from the Campus Library and Course Coaches may also be able to provide references for additional information.

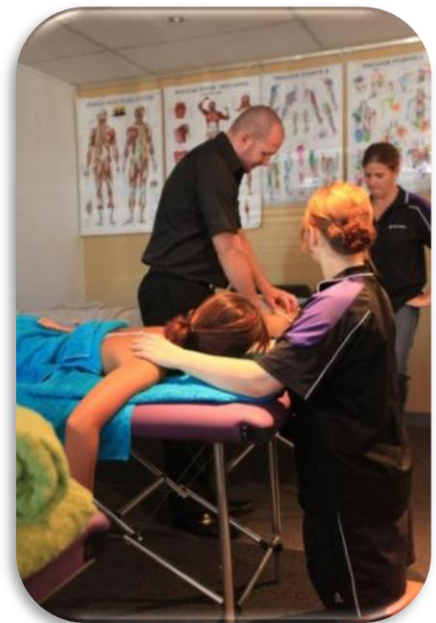
Throughout the course we will supply Massage tables for on-site study. The supply of oils and oil dispensers are location dependant and will be outlined in pre-enrolment or site induction. Towels are only supplied during student clinic. At all other times towels are supplied by the student. For further info see;

[Towels each student is required to bring](#)
[Borrowing college towels](#)

First Aid (FA)

Students should have a current First Aid certificate prior to starting placement in student clinic. The full name of the required unit is “Apply First Aid HLTAID003”. It is a requirement of the qualification. Q Academy chooses to require it for clinical practice to model the requirements for continued professional practice within the industry.

Q Academy runs this course. 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.



Student for Life (SFL)

Graduates of Q Academy are eligible for “student for life”. This option is only available for Q Academy students that have successfully completed the course and all requirements, including all financial requirements and have been issued certification.

Student for Life means you can re-sit the same units or modules that were in your original course as often as you like, forever, for free. This is great for staying up-to-date or just refreshing skills.

This does exclude modules or subjects that were not in the original course. Our classes are capped and it will be on a first come first served basis. If there are significant additions to a module or new modules where it is deemed not equivalent to the original study the Q Academy may offer students to enrol into the new module or subject at a reduced cost.

It is your responsibility to book in early. No certification is issued for re-sits. It is the graduate’s responsibility to manage renewal of CPR and/or First Aid. Q Academy does not take any responsibility, such as sending out reminders.

Student Clinic

Student clinic occurs during the courses. This is a very important part of the course as it is where learners 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.

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.

Clinic Attendance

During clinic 100% attendance is required. If you're late you're absent. If you miss a clinic session this has to be made up with another clinic group within a reasonable time period. This is subject to availability of clinic placement. You will have to see the head of campus for that site to discuss the options available.

For more information see the [Minimum Attendance required](#) within the handbook, or the clinic section of “QA Attendance Monitoring” which is available for download from: <http://www.qacademy.com.au/Policies.php>

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 your course coach has deemed you competent.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) acknowledges skills and knowledge obtained through; Formal training, conducted by industry or educational institutions either in Australia or overseas, Work experience and/or Life experience.

If you feel that you have already acquired the knowledge and performance criteria of a unit in your Program you can apply for Recognition of Prior Learning.

If you wish to apply for RPL, you are required to complete an application form and gather a portfolio of evidence such as statements of attainment, certificates, work experience, academic transcripts against the module, learning outcome and assessment criteria.

We encourage you to apply for RPL prior to starting your Program. There is a fee associated with RPL applications. For more information see the policy and speak to your Career Specialist.

<http://www.qacademy.com.au/Policies.php>

Direct Credit Transfer

As a Registered Training Organisation, we recognise qualifications or statements of attainment issued by another Registered Training Organisation. This requires the course or unit code and title to exactly match what is contained within the training we offer.

If you wish to apply for credit transfer you will need to supply certified copies, *or supply the original for a certified copy to be taken*, 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.php>



Module and Unit Assessments

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

Our assessments will 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 Course Coach.

During the courses there are scheduled times for assessment. At the time of assessment the student will be made aware of the outcome which will be recorded as satisfactory or not satisfactory. This is immediately presented to the student with feedback on why that decision was made. Should the student be dissatisfied with the assessment result the student can request a review of that outcome: see [complaints and appeals](#).

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

After an unsuccessful attempt a 'remedial action plan' will be drawn. This document will outline activities for the student to complete prior to re-assessment. If the assessment is not completed within the specified time-frame or completed unsuccessfully two (2) times, the student will be deemed to have not successfully completed that module. If the student wishes to continue study they will have to enrol in the module and pay any applicable fees.

For more information see "QA Assessment policy" which is available for download from: <http://www.qacademy.com.au/Policies.php>

Refunds

The Academy's 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 course and delivery dependant refund policies please download it from: <http://www.qacademy.com.au/Policies>

Deferment

Students can apply for one-time option to defer a course for up to six months. Deferral can be applied for in writing to the head of campus and is subject to approval. *Deferment is only available to academically successful students, that are meeting attendance and course assessment requirements. Student must have a verifiable and significant medical condition that precludes them from attending class. The College could, in exceptional circumstances, consider other reasons to grant deferment.*

When returning to study the student must either restart at the point of departure, or if defined by Q Academy, in the first lesson of the respective module, term or unit. Placement is subject to availability. The student will be required to use the materials and clinic shirts originally provided.

If the student does not return to the course within 6 months from the course deferment date, the student is deemed to have 'abandoned the course' and has forfeit the course fees paid.

Record Keeping

Q Academy keeps 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.php>

Visitors and Guests of Students

Q Academy does not allow students to bring visitors on-site. If a student does require a visitor on-site for an extenuating circumstance, the visitor must register with reception. It is strongly recommended the student consider their guest's suitability to participate in a health training facility prior to inviting them on-site.

The student is made responsible for monitoring their visitor and their actions while the visitor is on-site. Any instances of complaint or misconduct involving the student's visitor will be investigated with the student involved in the process of investigation. The student will be at risk of claims of personal misconduct based on their visitor's actions due to them inviting and facilitating the contact with the campus and other students.

Misconduct

To protect our Students and Team at Q Academy, 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 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 or brings it into disrepute including misconduct and repeated disruption in the Classroom
- Divulging confidential information relating to a Q Academy matter
- Causing damage to, or loss of property of the Academy
- Making a false representation as a Q Academy Student
- Completing work on behalf of other Students
- Copying other Students' 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 is subject

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

Q Academy reserves 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.

Complaints and Appeals

Q Academy will ensure all students have access to fair and equitable processes to 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.

Complaint time-frames are listed as a guide. The total process should be resolved and finalised within 60 days unless further written notice is provided to the complainant.

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.php>

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, 3rd 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 <input type="checkbox"/>	NO <input type="checkbox"/>	

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 is best for a simple matter, for most students they're most comfortable to talk to the teacher. In the case that the nature of the complaint is serious or the student does 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@qacademy.com.au

You will receive a response within 5 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 be asked to fill in a complaint form and indicate your issue with sufficient detail. Q Academy takes claims of misconduct very seriously. We will investigate and act on any claims within 5 working days. We will endeavour to work towards a resolution within 20 working days. In the case of an inter-student complaint we will need sufficient evidence to work with. As a process of natural justice both parties will be given the ability to put forward their views and have these reviewed by an impartial party.

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. This will be reviewed by the Director. Complete a complaint form, selecting 'appeal' and submit to the head of campus. In the appeal you must detail reasons for the appeal. You will be notified of a decision within 30 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 Director for an independent external review of the decision. This process is mediated by an appropriate external agency.

Withdrawal from a Course - Qualification courses only

A student will be deemed to have not successfully completed the qualification course in the following instances;

- The student falls below the minimum attendance rate listed in “Attendance required”.
- The student “abandons the course”. This is classified by a student failing to attend, 6 consecutive sessions without notice.
- Defer the course and does not return within the allocated time period.
- Does not complete the course within any time period specified.
- Failure to meet the course learning requirements.

In these cases the student is withdrawn from study without result and any fees paid will be forfeit.

This is different to not successfully completing a module. Details on this can be viewed: [Module Assessments](#)

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) 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.

Australian Skills Quality Authority (ASQA) is the regulator of the industry. 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 is 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.php>

Skin Penetration

Any treatment that involves the skin being penetrated will be taught and performed within the guidelines for the skin penetration act for the campus location. This is in the interest of public health and requires all persons involved to take all reasonable precautions and care to minimise the risk of infection. Everyone involved has a personal obligation to take reasonable precautions to minimise infection risks to their clients.

QLD Campuses - Public Health Act 2005

<https://www.legislation.qld.gov.au/view/pdf/inforce/2016-01-01/act-2005-048>

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.

When we apply for a USI on the students behalf, we will confirm their identity using documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, Australian entry visa or ImmiCard. If this information is not provided, or is inaccurate, it may affect the Student Identifiers Registrar's ability to provide the individual with a USI and Q Academy will not be able to issue any certification.

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, 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. Q Academy does 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 College is a smoke free environment
- 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.php>

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), age
- 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 at Q Academy. 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 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 the Head of Campus who will conduct an investigation.

Counselling

If you are struggling with part of our program or have any personal concerns that may affect your study, you can make an appointment with the College Captain 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.

Privacy

A requirement of operation as a Registered Training Organisation is that Q Academy follows the VET Data Policy, which includes the collection and reporting of information about students, to required government agencies and for general administration, vocational education and training administration and regulation, as well as planning, communication, research, evaluation financial administration (including debt recovery) auditing and marketing. For full details see the privacy policy;

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

As a legal requirement your personal information may be disclosed to Australian and State government authorities and agencies to comply with legislation. Q Academy will only provide access when legally required, or at your request with your written consent provided. Examples of this including providing information to industry bodies or potential employers at your request.

National VET Privacy Notice

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment and as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

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

Contact information

At any time, you may contact Q Academy to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Forms for information release are available on our website. You can contact Q Academy via our website and your enquiry will be sent to the appropriate person.

Modelling Release

During your enrolment there is a clear opt-out option on the enrolment form. If you do not opt-out from giving consent for the use of your images by Q Academy. This is done when signing the enrolment form. If you do not opt-out during this time then you will give consent for the unconditional use of your images (or video) for information and promotional purposes in various media including but not limited to website, newspaper, magazine, television and brochures by the Academy.



Work Health and Safety (WHS)

Q Academy is committed to the proper management of workplace health, and safety (WHS), which ranks equally with all other operational and administrative considerations. This policy is a statement of the commitment of QA's management and workers to health and safety in this workplace and aims to reduce or remove the risks to health and safety of all workers, contractors and visitors, 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 adopts 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
- Employees are consulted and encouraged to contribute to the decision making process on
- WHS matters affecting their health and safety at work
- QA directors, managers, supervisors and employees 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 your College Captain.

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 manager or supervisor
- Use any equipment provided to protect their health and safety while at work
- Assist in the identification, assessment and control of hazards in the workplace
- Attend meetings and consultative discussions as appropriate for the management of WHS
- Abide by their duty of care with when dealing with WHS including clients/students, especially when those students are under their direct care as in a teacher/ mentor relationship

Safety rules and regulations

Q Academy has 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, except in an emergency
- 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 any injuries, near misses or hazards
- Obey safety signs, directions and instructions
- When driving on company premises, obey speed limits and other advisory signs, and park only in designated areas
- Keep your work area clean and tidy, free of tripping hazards and oil spills
- Follow all reasonable directions from supervisors
- Follow all documented work safety policies and procedures

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.

COVID-19 specific Requirements

As the requirements and health orders change Q Academy will remain responsive to the listed requirements and recommendations. This could include infection control requirements such as social distancing, mask wearing or immunisation requirements.

During study there is also the chance there can be disruptions to on-site study requirements or availability. Q Academy will make all endeavours to accommodate students and help them to finish courses on-time, however this may require students to make adjustments to their method of study and expected completion time-frames.

Q Academy requires students to follow all health directions and requirements regardless of personal opinion. Not following standard precautions and requirements can result in students being withdrawn from study.



Disclaimer

As a professional organisation, Q Academy 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 you must abide by all changes.

