

INTERNATIONAL 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.



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International Student Handbook



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 Q Academy policies and procedures. It is your responsibility to understand and be aware of Q Academy 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.

Section 1

Policies and Information relating to International Students

Definition of an International Student

Q Academy defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen. This definition includes students studying onshore on a range of visas. Some information in this booklet only applies to students studying with Q Academy on specific visa classes (e.g. Student Visa).

This International Student Handbook contains information that is current at the date of publication. Changes in legislation, regulations or College circumstances after this date may impact on the accuracy or currency of the information included. Q Academy takes all care to ensure that the information contained in this handbook is accurate, but reserves the right to vary any information described in this publication without notice.

Q Academy's Campus Facilities

Q Academy has purpose built facilities conveniently located in Brisbane, Maroochydore on the Sunshine Coast and Gold Coast. The campus's are close to public transport as well the popular surf beaches and also near several shopping and restaurant districts.

The facilities include modern air-conditioned classrooms, dedicated student clinic facilities modelled on currently industry operations, a student resource library and free high speed internet access within the campus. The campus also has a student break out area, to socialise with other students. Enjoy these spaces as a place to relax, study and eat during breaks.

Student Support Services

Q Academy has a student support service open during business hours. During hours of operation, students are invited to come to the desk with questions regarding:

- enrolments
- timetables
- forms and procedures
- booking a meeting with a Student Advisor
- any general enquiries

English Language Proficiency Policy

To meet Q Academy's English language proficiency requirements, international applicants must demonstrate one of the following:

- Successful completion of Year 12 or Certificate 4 or Higher qualification in Australia
- Evidence of achievement of IELTS or equivalent score as set out below

Students must provide certified copies of documentation that show evidence the appropriate level of IELTS or equivalent testing has been achieved or evidence of successful completion of previous qualifications as proof of English language ability. This information is kept in student files.

English language ability equivalent to IELTS 6.0 (overall score)

- IELTS 6.0(overall score) no less than 5.5 in each band
- Pearson (PTE) Academic Score of 50-57 (overall score)

Langports Pathway agreement:

- 60% or higher on Langports EAP course
- Pass on Cambridge First (FCE)
- Completion of UFO English level 5 (10 weeks)
- Completion of IELTS course (10 weeks) with exit level equivalent to IELTS 5.5

English test results must be no more than 2 years old. After the provision of scores above, if it is identified that a student's English language skills are not proficient, the student may be required to undertake a further test at the student's cost.

Online Learning

Q Academy offers an online learning platform for revision and study support. There will be some scheduled lessons to be completed, self-directed using the online system to complete the learning activities.

The online system cannot be used to replace scheduled on-site lessons. If you are studying in Australia on a Student Visa, you are only able to study up to 25% of your course offsite. Our course schedules meet this requirement.

Online or External Study

Q Academy will meet the defined requirements for online study. The schedules ensure that no more than one-third of a course is undertaken online. The scheduling also ensures that at least one face-to-face unit is delivered in each compulsory study period.

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Fee Policy – International

All International students enrolled within a unit, subject or course are expected to pay the all fees for the current study period in full prior to the start of the relevant study period. Tuition fees do not cover enrolment fees, uniforms, equipment or compulsory international health insurance, however all relevant fees for these goods and services must also be paid prior to study commencement.

All international students are expected to pay for the initial term upon enrolment. Payments for subsequent term must be made at least 2 weeks before the start of each term. Students may not pay for more than one term of study in advance. Course fees for International students studying on an Australian Student Visa are protected by the Tuition Protection Service under the ESOS Act. A fair and reasonable Refund Policy is provided to students prior to enrolment and is available on the website and in relevant student handbooks.

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC for the duration of the visa is mandatory for student visa holders

How do I get OSHC

Students must arrange their own OSHC. You must provide proof of this arrangement to Q Academy and this will be kept on your student file.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving and provide updated proof of OSHC to Q Academy.



International Student Attendance Policy

Q Academy encourages attendance of all classes. Every class and the content within is important and required for competency within study.

Q Academy maintains attendance rolls for all international students studying on a student visa are kept on record and makes them available for inspection by regulatory bodies. Any subject-specific attendance requirements are clearly stated in the Subject Outlines. If at any time it becomes impossible for a VET student studying on an Australian student visa to achieve an attendance rate of 80% for the entire course, they will be issued an intention to report letter which sets out that Q Academy intends to report the student's unsatisfactory attendance as required through PRISMS. This is a requirement of the National Code 2018 for VET students and a condition of the student visa for VET students. The student has 20 working days to appeal against Q Academy's intent to report for unsatisfactory attendance. Consistent with the [Complaints and Appeals Policy – International](#), students can appeal Q Academy decision to report them for unsatisfactory attendance if there is evidence to support that the student has attended at least 80% of all scheduled course contact hours. Q Academy is required to report unsatisfactory attendance under the National Code 2018 for VET students. Q Academy is only permitted to decide not to report a student for breaching the 80% attendance requirement if the student's records clearly show the student is making satisfactory course progress and the student is attending at least 75% of all scheduled course contact hours. Outside of the above reasons there is no discretion for Q Academy not to report a student, even if the student has a genuine reason for all absences (such as an illness) and supporting documentation (such as a medical certificate). In these cases however, Q Academy may choose to provide documentation in order to support the student's continuation of study.

Intervention policy

An intervention process and strategy is undertaken for students at risk of not meeting satisfactory course progress through attendance, or not making satisfactory academic performance through study and assessment processes. These are monitored and raised when 'at risk' of not meeting satisfactory course progress indicators.

Course attendance requirements are set out in the "International student Attendance Policy" section prior.

As defined there we will flag student as being 'at risk' and organise meetings at 90%, 85% and 80% attendance markers, measured per term of study and monitored throughout the whole program of study. If a student misses 5 consecutive days Q Academy is required to report the absence. This requirement will be maintained. Q Academy will attempt to contact the student and notify them of this requirement on the 4th consecutive day of absence.

Academic progress is monitored by the continued requirement for students to submit assessment tasks throughout study. Every study week there is assessment tasks linked to lessons. The due date for these tasks is two weeks after the lesson schedule date. Task submission and success is monitored. If a student does not submit a task on time or are not-satisfactory in a task, they will have one week to rectify. If this requirement is not met the student will be deemed 'at risk' and require a meeting with the SSO or head of campus. 'At Risk' student will receive assistance where available in the early intervention stages. A revised study plan or options for support will be offered, subject to individual circumstances.

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Living Expenses

As of 8th May 2024, Student visa applicants may be required by the Department of Immigration to demonstrate a financial capacity of \$29,710 to provide a minimum standard of living while studying in Australia.

Australian Lifestyle

Living in Brisbane

Fortitude Valley is in the heart of Brisbane city, the capital of Queensland. It is a diverse city, with museums, nightlife and sporting events. Brisbane is close to the beaches of the Gold and Sunshine Coasts, and has consistently been named one of the world's most livable cities. Learn more about Brisbane here:

www.visitbrisbane.com.au

Living on the Sunshine Coast

Maroochydore is located on the Sunshine Coast which is midway on the eastern coast of the Australian mainland. It is built close to the beach with pleasant climate and relaxed lifestyle with an emphasis on outdoor living. The region is known for its beautiful surf beaches, rainforests and mountains. For further information "Visit Sunshine Coast" is a great resource:

www.visitsunshinecoast.com

Living on the Gold Coast

Robina is located on the Gold Coast, in South East Queensland. The Gold Coast is spread across 50kms of beach front and has a pleasant climate and relaxed lifestyle. The Gold Coast is known for its beautiful surf beaches, rainforests, mountains and outdoor living. For further information "Destination Gold Coast" is a great resource for everything you need to know:

www.destinationgoldcoast.com

Arranging Accommodation

The cost of accommodation in Australia varies from state to state and the cost of renting accommodation while studying can be high. Many International students choose to share accommodation to keep costs down. Most international students choose to rent a home with friends or find people to share with through websites. It is important to stay safe when searching for accommodation or people to share with online.

Where to look;

- www.easyyroommate.com
- www.domain.com.au
- www.flatmates.com.au
- www.realestate.com.au
- www.gumtree.com.au

For information on renting in QLD refer to the RTA website www.rta.qld.gov.au

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. The bond is usually set at four weeks rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the property. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves. Ensure you receive a receipt for any money paid to a landlord and do not pay any deposit/bond amounts without first inspecting a property. Bond paid in QLD is submitted and held by the RTA - www.rta.qld.gov.au

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit. It is important that this is carefully reviewed prior to signing.

Inspection of a Property

It is recommended that you inspect the property prior to any agreements, payments or signing document relating to tenancy. When you do an inspection you should view the area you will be living and ensure that all furniture and fittings are in the property or there is a written agreement on the inclusions and condition of the property and all items (entry report). It is also recommended that photos are taken at this stage to prove the condition.

Once you are the tenant, the condition of these things will be your responsibility. An exit report will be done at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.



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Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons you decide to live with can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on important principles.

Budgeting

Once you've settled in, it is recommended you work out a budget covering costs including clothing, food, accommodation, transport and entertainment. Travel costs and child care, if applicable, should also be taken into account. It's important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

Obeying the Law

Australia is a democracy with a respect for the rule of law. There are a lot of laws in Australia and as a result, society runs smoothly. In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay.

Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen! You can find a comprehensive outline of Australian law and the legal system at [Australian Law](#).

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

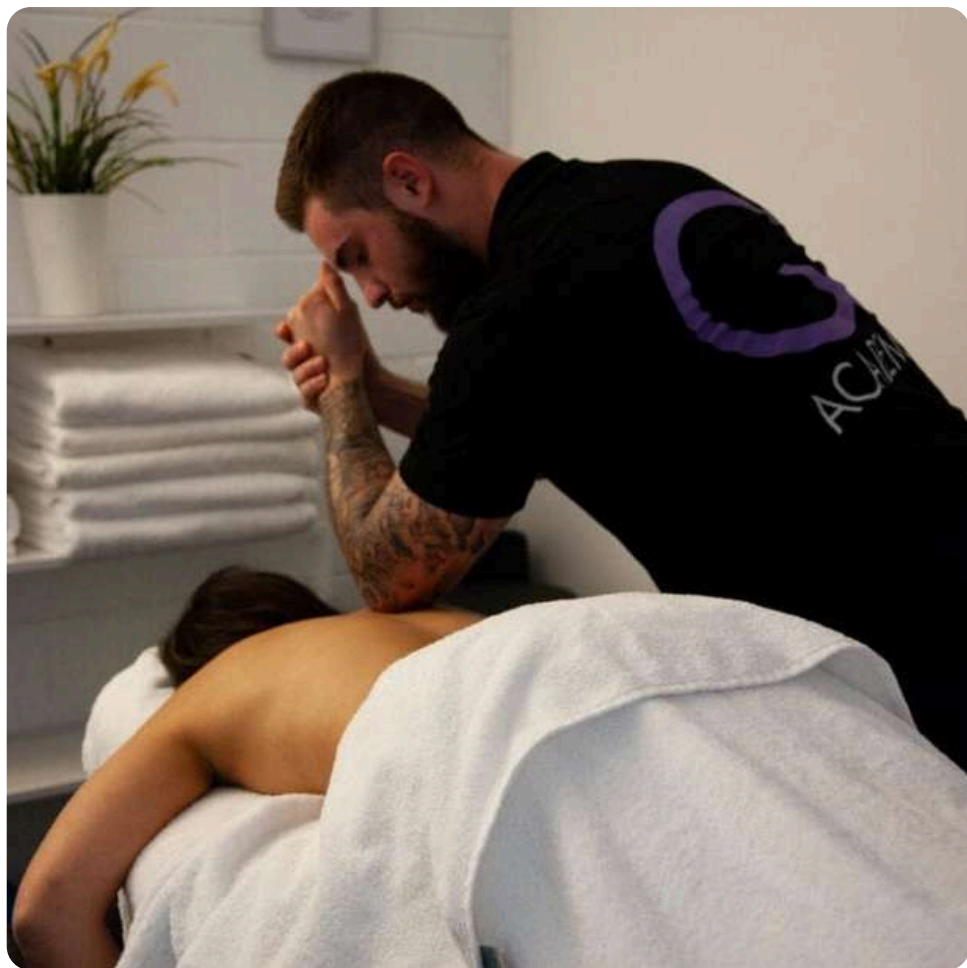
- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain satisfactory attendance
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- Restrictions on working in Australia

For a full list of mandatory and discretionary student visa conditions please visit www.homeaffairs.gov.au

Working in Australia

Applicants granted student visas will usually automatically receive permission to work with their visa grant. Most student visa holders will not need to apply separately in Australia for permission to work (please check your Visa guidelines). Please note that student visa holders will NOT be able to work in Australia until the first official day of classes when Q Academy confirms your study commencement.

This information is a general guide only. It is the student's responsibility to be aware of visa conditions around working in Australia and to abide by these.



Section 2

Policies and Information relating to all Students

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 Q Academy and treat them in a way that you would like to be treated yourself.
- Advise Q 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.
- No 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 Q 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 Q 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. You can find more information on any of these items or to access the full list of Q Academy's policies and procedures, including forms and applications on the website: www.qacademy.com.au/enrol/policies

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.

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.

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Towels

When massaging in class you will need to use three (3) towels in every practical lesson. During the front of the body sequence, you will need four (4) towels. 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 Q Academy'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 Q Academy.

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 Q Academy 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, AQTF 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.



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 – All VET students

International students are subject to further reporting requirements as outlined in the attendance policy for international students. International students cannot miss more than 20% of scheduled training. The amounts quoted below are only a guide, any absence should be confirmed with student support services to ascertain the specific percentage for the study period being undertaken. It is the learners obligation to monitor this. 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
On-campus 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*
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: www.qcademy.com.au/enrol/policies

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.

International Student Handbook

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 dependent 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)

The full name of the required unit is “Apply First Aid HLTAID011”. 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.

Resit and Refresh

Graduates of Q Academy are eligible for for our “Resit and Refresh”. This option is only available for Q Academy students that have successfully completed a non-discounted Diploma of Remedial Massage Advanced Rehabilitation or Rehabilitation course and all requirements, including all financial requirements and have been issued certification.

Resit and Refresh 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.

Certificates and Statements

As per the standards for RTO's, Q Academy will ensure there is no more than 30 day turnaround time for issuing qualifications, testamurs and/or statements. This is subject to all paperwork and financial requirements being met. All course requirements and assessments must be completed the learner deemed 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.

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.

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.

Refunds

Q Academy's refund policy is course and delivery-dependant. International students have details listed on the letter of offer. 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: www.qacademy.com.au/enrol/policies

Deferment

Students can apply for an option to defer a course one-time. Deferral can be applied for in writing to the head of campus and is subject to approval. Deferment is for students that have a verifiable and significant reason including a medical condition that precludes them from attending class. Q Academy could, in exceptional circumstances, consider other reasons to grant deferment.

Deferment may impact International students study VISA's and requirements. Q Academy will recommend that student seek advice prior to deferral.

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.

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 and 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 Q 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.
- Willfully breaching Q 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, willful 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”. This is available for download from our website;

www.qacademy.com.au/enrol/policies

The process for resolution and escalation can be viewed “Q Academy Complaint Flow Chart”.



Q Academy Complaint Flowchart

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 more students they're most comfortable talking to the Course Coach. In the case that the nature of the complaint is serious or the student does not feel comfortable talking to the Course Coach, then the best person to approach is the Head of Campus.

At any time any concerns or questions can be lodged via email to 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 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.
- 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.](#)

Access and Equity

Q 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-identify as having a disability or learning difficulty.

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. More can be read on the Public Health Act via the website;

www.health.qld.gov.au/system-governance/legislation/specific/public-health-act

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.
- 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.

www.usi.gov.au/about-us/privacy

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), bongos and pipes etc.

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.

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.

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.

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.

Modelling Release

During your enrolment you will have the chance to 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 Q Academy.



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.

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.

Workplace 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

Workplace Health and Safety (WHS) - continued

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 Q 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 your personal health and safety and that of others in the workplace.
- Report any incident or hazards at work to your Course Coach or Campus Captain.
- Use any equipment provided to protect your health and safety while at Q Academy.
- Abide by your duty of care when dealing with WHS including clients/students.

Workplace Health and Safety (WHS) - continued

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 all injuries.
- Obey safety signs.
- Keep your work area clean and tidy.

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.

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.

About Q Academy

Q Academy is a Massage and Myotherapy training college, who over the last decade, has trained over 2,500 highly skilled therapists. Q Academy has grown in recent years, and currently has campuses in Brisbane, Gold Coast, Sunshine Coast, Cairns and Sydney.

Here are a couple things that you should know about Q Academy:

1. 92.3% of our graduates were satisfied with their training from Q Academy (NCVER 2021 Survey)
2. Our completion rate is double the national average for vocational training.

Book in a Chat

You are more than welcome to visit your preferred campus, to find out if Q Academy is the right training college for you. We will gladly show you around the campus, answer any questions and introduce you to some of the team. Bookings are advised.

1300 20 40 80



qacademy.com.au

Gold Coast Campus

Level 1, Robina Town
Centre Robina QLD 4230

Brisbane Campus

100 Brookes St,
Fortitude Valley QLD
4006

Sunshine Coast Campus

64C Aerodrome Road,
Maroochydore QLD
4558

Cairns Campus

91 Mulgrave Road,
Parramatta Park
4870

Sydney Campus

Castle Towers
Shopping Centre,
NSW 2154