ONLINE STUDENT HANDBOOK

This handbook is designed to allow you to get the most out of your education experience. Please read it carefully as it also contains some important guidelines you will be expected to follow and comply with as a student.



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Online Student Handbook



Welcome

You are a student with Q Academy's online branch NetQ, as such all policies and procedures of Q Academy will apply to you. Some of these are only applicable once you are on-site to complete assessments or student clinic. It is your responsibility to understand and be aware of the college policies and procedures. If you are unsure or do not understand anything, please ask.
We want you to have fun while you are a student with Q Academy and NetQ. We also want you to be able to learn in a safe, non-intimidating environment. Please do not hesitate to ask us any questions at anytime. Remember we are here to help.

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.

NetQ Team

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

Career Specialist

Student services and careers guidance councillor. This person will be your first point of contact when you are considering studying with us. They will answer your questions and assist you through the enrolment process. They will ensure that you are successfully set-up in our online platforms and help keep you aware of your contracted due dates. Should you choose to enrol via the PACK payment option, our Online Career Specialist will be available to facilitate your progress to each new PACK release. You should contact your Career Specialist should you have any questions regarding payment or your contract throughout the program.

NetQ Team cont.

Tutor

Trainer and Assessor are similar to a teacher or lecturer. This person will guide you through the online content, they are available to answer your questions and enhance your understanding of each module. This team member will prepare you for and conduct your online assessments. You should contact your Tutor should you have any questions regarding course content or assessments throughout the program.

Q Academy Course Coach

Clinical placement tutor. When you are onsite at a Primary Clinic you will work with Q Academy's Trainer and Assessors in that location, they will become your tutor for this phase of the course. They will be on hand for all of your treatments to assist, they will also conduct your final practical assessments. Depending on staffing arrangements at the campus you may have more than one Course Coach throughout your clinic hours.

Q Academy Clinic Co-ordinator

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

Q Academy Campus Captain

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

Online Manager

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

Our Mission

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

Expectations of Adult Education

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

What we expect of you

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

- Respect other students and staff 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.
- Complete all online sessions and attend your on-campus requirements as scheduled
- Be an active participant during class.
- Respect Students and Team and their property at all times.



Course Recognition

The HLT42021 Certificate IV in Massage Therapy and HLT52021 Diploma of Remedial Massage are nationally recognised qualifications. They have been designed to meet all of the VET quality framework guides.
NetQ's courses are recognised by leading industry associations such as the Association of Massage Therapists (AMT). Graduates of this course may apply for membership with any of these associations, after graduation, once they have received their Record of Results.
Upon completion of all HLT52021 Diploma of Remedial Massage course requirements, including onsite attendance, you will receive a letter making you eligible to register for provider status with most health funds. This is subject to change and current recognition criteria can also change in the future.

Clinic Requirements

The training requires that the student complete 200 hours of supervised clinical practice for the HLT52021 Diploma of Remedial Massage and 80 hours of supervised clinical practice for the HLT42021 Certificate IV in Massage Therapy within a Q Academy facility under the supervision of a Q Academy assessor. This is not by choice of Q Academy, it is a requirement of the stakeholders listed above. Q Academy strongly values this time, as it builds a strong work foundation for graduates. Clinic operations are modelled on current industry standards, using the strictest benchmarks to ensure graduates are ready to work in any demanding clinic environments.

Mental preparation

In applying to undertake this study, it is important that potential students realise the demanding study requirements that must be met. The course will contain a lot of information and new concepts that will require study, revision and practice. NetQ has specific study requirements; additional study will be required outside of scheduled times. The specific requirements will vary based on the schedule and the individual's abilities or prior knowledge.

Physical demands

While committed to equal access, it is important that potential students realise the content taught within the course can be physically demanding. NetQ recommends a suitable level of physical fitness, mobility and general health to ensure long lasting quality outcomes can be obtained.
If you have any doubts please ensure you discuss these with one of our knowledgeable team members so suitable assessment and advice can be given.

Proof of Enrolment

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

Course time length

You will have 12-18 calendar months to complete all course requirements for the HLT52021 Diploma of Remedial Massage and 6-8 calendar months to complete all course requirements for the HLT42021 Certificate IV in Massage Therapy. This begins from the date of course access. Course requirements include all training and assessment. This includes all on-site requirements such as the student clinic. Where exceptional circumstances occur, you may apply to the Online Manager for an extension.
You will be provided with a course schedule at the commencement of your program. This schedule has been designed to guide you through completing the course content at a constant pace to allow you to complete all course requirements within your contracted timeframes.
Online learning requires students to be motivated and self-disciplined. You must be confident in your ability to maintain self-directed study, and follow NETQ's schedule of lessons for the full duration of the course.

Assessment turnaround time

During the course, there will be areas that will require an assessor to review your work. As we focus on providing a high level of support to all learners, we will endeavour to mark and provide feedback within 48 hours.
There are times when, due to peak load, this will be extended however, we will always mark the task and provide feedback within 5 business days.
Communication with your tutor will be via email, there is no phone contact available. You are encouraged to book a one-on-one video conference session with your tutor before assessment tasks to clarify any queries you may have.

Q Academy and NetQ Policies and Procedures

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

Course Progression

For HLT42021 Certificate IV in Massage Therapy, your program is divided into subjects. You should follow the session progression in your schedule and complete the lessons in the prescribed order. For HLT52021 Diploma of Remedial Massage, you will be given access to your course in 2 Semester allocations, as with our Certificate IV program, you will be provided with a schedule. For both programs, you must meet the assessment deadlines indicated on this schedule.
You will need a functional level of computer literacy. NetQ uses online platforms to deliver and assess content, students should be comfortable navigating online and communicating via email. We expect students to have access to a tablet, laptop or computer, with a camera, microphone and internet access, as well as a printer and willing bodies to practice on.

Abandoned Courses

NetQ and Q Academy are obligated to provide training for genuine students. A genuine student is identified by consistently progressing through the scheduled course content and tasks and responding to communication.
Where students do not engage with the learning management platforms (Virtual Slate and Axcelerate) for one month we will send a warning email. Where a student does not engage with the learning management platforms for two months their course will be marked as abandoned and they will be withdrawn from their program.
As an online program, all communication is delivered via email. Students should ensure they have provided an up-to-date email to NetQ and Q Academy at all times. Repeated failure to respond to written communication may result in the course being marked as abandoned and students will be withdrawn from the program.

Home Practice

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

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 the 'scope of practice' and you abide by all the principles of safe practice, then you will be covered. Additionally, you should ensure you explain to any friends and family whom you are practicing on that you are a student. You should not accept payment for treatment given during these practice hours.
Once you finish your studies 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 as one of Australia's peak massage associations.

Massage Tables

Massage tables are supplied for use when you're on-site for student clinic. 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.

Draping and Professional Standards

As you study the course, you will be required to give massages. At all times throughout the process of giving massages, professional conduct is expected. At all times you should ensure your 'client' is appropriately draped so only the area being worked on is exposed.
Appropriate and professional touch is expected at all times. The therapist must have informed consent from the client before making any form of physical contact. If the therapist recommends a change to the treatment plan agreed upon at the outset, which may involve a change to the techniques used or areas of the body previously consented to by the client, the therapist must first obtain the client's verbal consent to proceed. Draping and professional conduct is covered in the content of your early lessons. For further information please see "QA conduct and draping policy" available for download from the website; www.qacademy.com.au/enrol/policies

Module and Unit Assessments

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

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

You will be provided with a schedule and a list of assessment requirements at the commencement of your program. You should consult these documents to ensure you are aware of the requirements and the suggested timeframes for completing each lesson and task. You will be provided with dates, times and video link-ups for your major assessment tasks (indicated in colour on your schedule).

Each subject contains various assessment tasks, you can find a complete list of all assessment tasks for each unit in the Online Student Resources section of Virtual Slate. You will be provided with a date, time and video link up for each major assessment task. It is your responsibility to know when your assessments are being held ensure you are logged on at the prescribed time. If you are concerned about an approaching due date and feel that you are not on track to meet your targets, you should contact your tutor before the due date arrives.

At the time of assessment, once you have completed all components of the task, you will be made aware of the outcome which will be recorded as satisfactory or not satisfactory. You will receive feedback on why that decision was made. Should you be dissatisfied with the assessment result you can request a review of that outcome: see complaints and appeals. Should the result remain 'not satisfactory', you will have the opportunity to schedule a time to re-take the assessment to reach a satisfactory outcome. After an unsuccessful attempt, your tutor will provide you with feedback. This feedback will outline what information you should revisit prior to re-assessment. If the assessment is not completed within the specified time frame or completed unsuccessfully two (2) times, you will be deemed to have not successfully completed that module. If you wish to continue your studies, you will need to re-enrol in the module and pay any applicable fees.

Please note, tutors have limited assessment timeslots each week. Should you be unable to complete your assessment at your scheduled time, you must contact your tutor to reschedule at least 48 hours before to allow another student to make use of this time. You will be reminded of your booking via email or text. Failure to confirm will result in your booking being cancelled and an 'unsuccessful attempt' being recorded for that task. This means that your first attempt will be marked as NS.

Undertaking study is a serious obligation; you will be required to complete all course requirements including additional study external to session content.Failure to meet any of the criteria listed will result in you not being successful within the course. NetQ offers a wide range of support, but ultimately you are responsible for your own success or failure.

Student Clinic

Student clinic occurs at various stages throughout your course. This is a very important part of the qualification as it is where you apply the skills and knowledge gained in a clinical setting. This is a workplace simulation, showing your ability to work as a professional within the industry.
Requirements will be clearly outlined prior to starting the "student clinic" module. As this is a continued observational assessment, a student can be deemed not satisfactory for repeated non-performance of the specific standard at any time and withdrawn from study.
You will receive an email from your Tutor when it is time to make arrangements for your Student Clinic schedule. Please read this information carefully and clarify where necessary. There is additional information supplied in Virtual Slate. Once again, you should access this information and take the time to clarify where necessary. Please note that none of our clinics operates on the weekend.
It is normal to feel nervous prior to starting in the student clinic. Remember, you aren't expected to arrive at the clinic knowing what to do; if you did, you wouldn't need this final learning experience. The entire team is here to support you and we wouldn't let you progress to this part of the course if you weren't ready to test your skills on some real clients. Embrace the nerves, ask heaps of questions, treat as many people as you can and immerse yourself in the physical and mental challenge of being in a bustling, professional clinic. If you have the opportunity to treat your fellow students and do some extra Course Coach massages, do it, then ask them for feedback. You might feel a bit all over the place at first, but by the end of day two, you will feel like all your lessons are clicking into place. This is the time when all that you have learnt on paper becomes relevant, you will be exhausted, but feel so confident.

The supervised clinic requirements for our programs are as follows:
HLT42021 Certificate IV in Massage Therapy – 80 hours
HLT52021 Diploma of Remedial Massage – 200 hours



Clinic Attendance

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

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 cleanly and hygienically; this is an industry requirement and will be an assessed criterion. The bay is to be returned to its original state at the end of each session. This includes wiping down any hard surfaces, ensuring the table is clean and damage-free, the room is free of towels and rubbish, the floor is clean and mopped or vacuumed and free of oil. All these processes will be demonstrated throughout your training.

Student Clinic Uniform

During 'Student Clinic', you will be required to wear a specific 'uniform'. Before attending student clinic, please ensure you are aware of the current uniform requirements. When you start clinic you will be provided with 2 student shirts, which comprise part of your uniform and are to be worn at all times throughout the student clinic.
At all times you must wear enclosed shoes. If you wear open shoes of any type, you will be sent home to change.

Security of Personal Items

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

On-site Kitchen Facilities

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

Program Resources

We will provide you with user-friendly manuals that contain all the resources, materials and activities required for your program. This is an online program as such all content and assessments are delivered via an online platform, you will not be supplied with physical resources, you may be required to print some assessment documents for completion. Tutors may also be able to provide references for additional information. You will be given access to several online sites where your resources are available:

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

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

Refunds

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

Cleaning when on-site

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

Student and Staff Boundaries

Q Academy and NetQ are professional organisations and respect staff and student boundaries. We encourage our team not to socialise or maintain external friendships with students who are currently studying in any form of study. This is to keep a clear student, team relationship, and ensure fair and equitable treatment of all students.
Under no circumstances can a student and a team member have an intimate relationship.

First Aid (FA)

Students must have a current First Aid certificate before starting placement in the student clinic. This unit is not included in the online program, you have not been charged for it.
Q Academy runs this course, please contact your chosen campus to book. You will be charged the unit fee.
If you choose not to complete this with Q Academy, the original statement must be presented for Q Academy to take a certified copy, or supply Q Academy with a certified copy.
The full name of the required unit is "Apply First Aid HLTAID011"

Direct Credit Transfer

As a Registered Training Organisation, we recognise qualifications or statements of attainment issued by another Registered Training Organisation. If you wish to apply for credit transfer you will need to supply certified copies of qualifications or statements that show the unit held.
The unit must be the same as that contained in the course. This process must be completed before starting your Program.

Moderation

As a College, we are constantly aiming to improve and grow, and moderation is part of this. We undertake Moderation, a second round of impartial marking for your assessment tasks. Moderation is an essential part of ensuring integrity in assessment tasks. The purpose of moderation is to ensure that we (your Tutors) are consistent with our marking standards. During moderation, we aim to ensure that what has been marked previously and that we (your tutors/assessors) are consistent with the marking.
Reliability means that we (your tutors/assessors) are using the same task description to come to the same agreement for your assessment. Reliability is ensuring we are fair across the board with our students and this is comparable between assessors. What this means for you is that it's also an opportunity for you to learn and grow and see what was missed and where you also get to improve your knowledge. It doesn't mean the task is 'failed', it just means you get another attempt at that same task. If you are having a hard time understanding what was incorrect, please feel free to email us if this comes up for you. We are happy to assist, otherwise, the key information you need to change is in the feedback/comments on the task.



Record keeping

Q Academy and NetQ keep complete and accurate records of the admission, progress and graduation of our Students, including financial records that reflect payments.
In accordance with the Privacy Amendment Act 2000, all Students records are kept in confidential files. You can view your file upon making a written request to Q Academy.

Certificates

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

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. NetQ is the online branch of Q Academy and operates under the registration, polices and procedures of Q Academy.
To maintain registration with the Australian Skills Quality Authority (ASQA), our organisation is periodically audited against rigorous quality standards. Only Registered Training Organisations can issue Australian Qualification Framework (AQF) qualifications in the Vocational Education and Training Sector.

Counselling

If you are struggling with part of our program or have any personal concerns that may affect your studies, please reach out to the online manager to discuss your issues.
We will provide you with additional support to help you with your studies if required and/ or refer you to an external professional organisation for guidance. All communications will be kept in strict confidence.

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

Misconduct

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

- Breaches of Academy rules and directions.
- Failing to comply with the lawful direction of a Q Academy or NetQ Team member.
- Acting in a manner that may endanger the safety or health of another person.
- Unlawfully attempting to or assaulting or causing a person to be in reasonable fear of their safety 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 NetQ or brings it into disrepute including misconduct and repeated disruption in the classroom.
- Divulging confidential information relating to a Q Academy or NetQ matter.
- Causing damage to, or loss of property of Q Academy.
- Making a false representation as a Q Academy or NetQ 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 and NetQ is subject.

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

VET Student Loans (VSL)

Q Academy is an approved VET Student Loans provider (#8100). For students who 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.
Students accessing VSL are subject to extra policies and processes 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 who 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 on specialist service options such as TAFE Programs will be provided to you. Q 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

Q Academy is committed to providing students and clients with equitable access to facilities and services.
Q Academy and NetQ are committed to creating a caring and supportive learning environment where all students have reasonable and appropriate academic and learning support.
Q Academy believes in the equal participation of all students and is committed to meeting the various legislative compliance requirements, including the Disability Discrimination Act (DDA) 1992. Reading the full policy and procedure is recommended for any students who self-identify as having a disability or learning difficulty.







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 from that individual on the enrolment form.

USI Privacy Notice to Individuals

The personal information collected and provided to the Student Identifiers Registrar is subject to the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988 (Privacy Act). The collection, use and disclosure of USIs are protected by the Student Identifiers Act 2014.
You are advised, understand and consent that the personal information you provide in connection with an application for a USI is collected by the Student Identifiers Registrar for the purposes of:

- applying for, verifying and giving a USI.
- resolving problems with a USI.
- 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 seeking correction of the personal information held about them, and complaints 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, well-being 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 sale 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.

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.

Harassment, Bullying and Sexual Harassment

Harassment and bullying, including sexual harassment, are unacceptable and unlawful. Harassment in any form will not be tolerated at Q Academy. There is a 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. These include 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.

Privacy

We respect your privacy; that means that personal information collected as a result of your enrolment will be used by the Academy for specific purposes only; these being general administration, vocational education and training administration and regulation, as well as planning, reporting, communication, research, evaluation financial administration (including debt recovery) auditing and marketing.
Only authorised Academy officers and other authorised personnel (e.g. service providers) will have access to this information. Your personal information may be disclosed to Australian and State government authorities and agencies to comply with legislation. No further access to your personal information will be provided without your consent unless authorised or required by law.



National VET Privacy Notice

Under the Data Provision Requirements 2012, Q Academy is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).
Your personal information (including the personal information contained on the enrolment form) may be used or disclosed by Q Academy for statistical, administrative, regulatory and research purposes. Q Academy may disclose your personal information for these purposes to:

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

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

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

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).
If you would like to seek access to or correct your information, in the first instance, please contact your Campus Captain.

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.



Workplace Health and Safety (WHS)

Q Academy and NetQ are 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 practice 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

Responsibilities

It is the responsibility of each therapist, including student therapists, to follow all guides outlined within this manual and as directed by any Q Academy, NetQ or support staff member.
It is the responsibility of each Q Academy staff member to monitor the student/therapist operation and adherence to these guides. If any person is found to not be following these guides, they risk being removed from study or clinical practice.

Workplace Health and Safety (WHS) - continued

Q Academy and NetQ adopt a planned and systematic approach to the management of WHS and will provide the resources for its successful implementation.
The objectives of this WHS policy are to ensure:

- All hazards and risks to health and safety are identified, assessed and where they cannot be eliminated are effectively controlled according to the hierarchy of control.
- Measures to control hazards and risks to health and safety are regularly monitored and evaluated.
- 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 Q 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 and NetQ have developed the following safety rules and regulations in the interest of the 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.







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 from not successfully completing a module.

Deferment

Students can apply for a one-time option to defer their placement within a qualification course. Subject to availability, this will normally be into the next intake.
Deferral can be applied for in writing to the head of campus using the appropriate form available on our website. Deferment is only available to academically successful students who are meeting attendance and course assessment requirements. Students must have a verifiable and significant medical condition that precludes them from attending class. The College could, in exceptional circumstances, consider other reasons for 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. 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 forfeited the course fees paid.

Complaints and Appeals

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

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 ensuring that all of their class is present and accounted for by checking the names against the class roll.
Students must report to the 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 must abide by all changes.

Q ACADEMY
REMEDIAL + MASSAGE THERAPIES

About Q Academy

Q Academy is a Massage and Myotherapy training college that, 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 and Sydney.

Here are a couple of 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

Brisbane Campus

100 Brookes St,
Fortitude Valley QLD
4006

Gold Coast Campus

Level 1, Robina Town
Centre Robina QLD 4230

Sunshine Coast Campus

64C Aerodrome Road,
Maroochydore QLD
4558

Sydney Campus

Castle Towers
Shopping Centre,
NSW 2154

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