



**AUSTRALIAN COLLEGE OF
HYPNOTHERAPY**

STUDENT HANDBOOK

Holistic Healing Co. Pty Ltd Trading as

Australian College of Hypnotherapy RTO ID 91275

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INTRODUCTION

Australian College of Hypnotherapy (ACH) has produced this handbook for the information of students. It is available from the ACH website or Office as part of the *Student Orientation Process*. All students are to acknowledge that they have read and understood this Handbook.

STUDENT INDUCTION AND ORIENTATION

All students will have an induction on their first day at the College. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at this time, however always feel free to ask about anything you are unsure about.

Students should be provided with a clear outline of what they are studying and how it will be assessed in the first session of a training course. This information is provided to the students in document form, outlining all pertinent information relating to student requirements to successfully complete the course plus other information essential to the course. The Induction will cover the following topics:

- Student Handbook
- Student information relevant to their training and assignment work
- Assignments outline inclusive of practical case studies and work

All students are required to complete a Declaration of Understanding. This will happen as part of your induction which states:-

- You have been offered the opportunity to request learning support
- You understand and accept all the details provided in this handbook
- You have understood and accept Student Requirements and Responsibilities whilst at the College.

CODE OF PRACTICE

As a Registered Training Organisation, *Australian College of Hypnotherapy* ("the RTO") has agreed to operate within the Australian Quality Training Framework (AQTF) principles and standards and undertakes a self-assessment against these standards annually.

Australian College of Hypnotherapy (ACH) will act in accordance with the highest level of industry standards to provide vocational education and training in the field of Hypnotherapy & NLP. *Australian College of Hypnotherapy (ACH)* code of practice outlines our operational policies and our commitment to our clients and provides qualified and experienced trainers and assessors who:-

- Undertake their duties with honesty, objectivity, integrity and diligence
- Act professionally and give the highest standards of service to students
- Conduct fair, flexible, valid and reliable competency based assessments
-

Australian College of Hypnotherapy (ACH) code of practice;

- The RTO recruits participants in a responsible and ethical manner on the basis of Access and Equity

- The RTO treats students fairly with professional concern for their interests and refers to external advice if necessary.
- The RTO delivers, monitors and reviews training and assessment services to ensure that the interests and welfare of students are maintained.
- Provides an appeals and grievance procedure and opportunities for reassessment.
- The RTO provides a suitable training environment.
- The RTO acts in a way that promotes co-operation and good relations among the people the organisation works with.
- The RTO recognises the rights and dignity of the students observing at all times, the tenets of Anti-Discrimination and Equal Opportunity Laws. *Australian College of Hypnotherapy (ACH)* prohibits discrimination in any form and it will not be tolerated.
- The RTO commits to comply with all state and territory regulatory and legislative requirements.
- The RTO provides timely and accurate information to government agencies and funding bodies.
- The RTO Maintains accurate confidential and secure training and financial records.
- The RTO observes total discretion and confidentiality in all dealings.
- The RTO is committed to providing quality training with a focus on industry needs.
- The RTO values feedback from students, staff and employers as a basis for continuous improvement.
- The RTO will endeavour to meet the needs of individual students through the integration of access and equity guidelines in its policies and procedures.
- The RTO maintains a policy and procedure for handling student complaints and assessment appeals.
- Where necessary, the RTO will make arrangements for those students who require literacy and/or numeracy support programs or reasonable adjustment to assessment.
- The RTO undertakes to recognise the qualifications issued by other Registered Training Organisations.
- The RTO will maintain a documented process for the recognition of prior learning (RPL) and ensure that RPL is offered to all students upon enrolment.
- Course information will ensure that all fees and charges are advised before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.
- The RTO has in place appropriate systems to ensure sound financial and administrative practices and safeguards student fees until the course is delivered.
- The RTO has a refund policy which is fair and equitable.
- Student records are managed securely and confidentially and are available for student access on request.
- The RTO's training courses are marketed with integrity, accuracy and

professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are drawn with any other training organisation or course.

- The RTO issues Qualifications or Statements of Attainment to students who meet the required outcomes of the courses on the RTO's scope of registration, in accordance with all relevant guidelines.
- The RTO will honour all guarantees outlined in this Code of Practice, and understands that if it does not meet the obligations of this Code or supporting regulatory requirements, it may have its registration as a Registered Training Organisation withdrawn.
- The RTO will take every opportunity to ensure that this Code of Practice is disseminated, understood and valued by all RTO staff and students.
- All RTO staff are bound by, and committed to, the implementation of this Code of Practice.

Important Legislation Which Affects the RTO

As part of the AQTF, all RTOs must be compliant with Commonwealth and State legislation and regulatory requirements. The RTO will observe laws governing:

- vocational education and training;
- occupational health and safety;
- workplace harassment, victimisation and bullying;
- anti-discrimination, including equal opportunity and racial vilification;
- disability discrimination;
- privacy.

VET ACT

The ***Vocational Education and Training Act 2005*** governs the registration of RTOs in New South Wales and has as its main objects:

- to establish a registration and accreditation framework for vocational education and training;
- to promote consistency of standards in vocational education and training;
- to ensure the quality and integrity of vocational education and training in New South Wales;
- to provide for the accreditation of, and encourage the recognition of, vocational courses conducted within New South Wales;
- to provide for the registration of persons or bodies that conduct such courses;
- to provide for the approval of RTOs to provide courses to overseas students within New South Wales.

Vocational and Technical Education (VTE) is a term used to describe education and training arrangements designed to prepare people for work or to improve the knowledge and skills of people already working in Australia.

Health and safety in NSW is governed by the ***Occupational Health and Safety Act 2000*** which prescribes the ***Occupational Health and Safety Regulations (NSW) 2001***. This legislation describes the general requirements necessary to ensure a safe and healthy workplace, and is designed to reduce the number of injuries in the workplace by imposing responsibilities on individuals and organisations.

Under this legislation, a duty of care is imposed to detect unsafe conditions and behaviours and to fix them, or when a person does not have the authority, reporting them to the appropriate authority together with suggestions for control.

The objects of this legislation are:

- to secure and promote the health, safety and welfare of people at work;
- to protect people at a place of work against risks to health or safety arising out of the activities of persons at work;
- to promote a safe and healthy work environment for people at work that protects them from injury and illness and that is adapted to their physiological and psychological needs;
- to provide for consultation and co-operation between employers and employees in achieving the objects of the legislation;
- to ensure that risks to health and safety at a place of work are identified, assessed and eliminated or controlled;
- to develop and promote community awareness of occupational health and safety issues;
- to provide a legislative framework that allows for progressively higher standards of occupational health and safety to take account of changes in technology and work practices;
- to deal with the impact of particular classes or types of dangerous goods and plant at, and beyond, places of work.

WORKERS COMPENSATION ACT & WORKPLACE INJURY MANAGEMENT

The *Workers Compensation Act 1987* and *Workplace Injury Management and Workers Compensation Act 1998* deal with the process for compensating individuals who are injured in the workplace and facilitating their effective return to work.

The Anti-Discrimination Board was set up under the NSW *Anti-Discrimination Act 1977*. Its role is to promote anti-discrimination and equal opportunity principles and policies throughout NSW.

Discrimination means treating someone unfairly because they happen to belong to a particular group of people. For example it is illegal to discriminate against someone because of their sex, race, age, marital status, sexual preference, disability, transgender or trans-sexuality, responsibility as a carer or because of their relationship or association with someone else.

Many people are unsure of the difference between discrimination and equal employment opportunity (often called EEO).

EEO is about making sure that workplaces are free from all forms of unlawful discrimination and harassment and providing programs to assist members of EEO groups to overcome past or present disadvantage.

This means having workplace rules, policies, practices and behaviours that are fair and do not disadvantage people because they belong to particular groups.

The RTO aims to create an environment where all workers are valued and respected and have opportunities to develop their full potential and pursue a career path of their choice.

The RTO is a harassment free workplace and this applies equally to staff as well as students. Harassment may include:

- deliberate physical contact, displaying sexually graphic or offensive materials;

- victimisation, bullying or destruction of personal belongings;
- intimidation, abuse or indecent exposure;
- persistent staring or rude gestures, obscene or threatening phone calls and letters.

The RTO will ensure that training takes place in an environment free of harassment, victimisation and bullying.

RACIAL DISCRIMINATION ACT 1975

Under the *Racial Discrimination Act 1975* (Cwlth) it is against the law to treat someone unfairly or harass them because of their race, colour, descent or national or ethnic background in relation to:

- access to public places and facilities;
- advertising;
- education;
- employment;
- land, housing and accommodation;
- provision of goods and services;
- membership of trade unions and professional bodies.

DISABILITY DISCRIMINATION ACT 1992

The *Disability Standards for Education (2005)* ("the Standards") are formulated under the *Disability Discrimination Act 1992* (Cwlth). The Standards require education providers to take reasonable steps to ensure that students with disabilities are provided with opportunities to realise their individual potential through their participation in education and training on the same basis as students without disabilities, and that they are not subject to discrimination.

The Standards set out a process whereby education providers can meet their obligation, which includes a requirement to make reasonable adjustments where necessary.

The process includes:

- consultation with the student;
- consideration of whether an adjustment is necessary;
- if an adjustment is necessary, identification of a reasonable adjustment;
- making the reasonable adjustment.

If an education provider complies with this process, then they have complied with the Standards, and they cannot be said to have discriminated. Even though education providers are required to make reasonable adjustments, they are exempted from making adjustments that would impose unjustifiable hardship on them.

PRIVACY AND PERSONAL INFORMATION ACT 1998

The RTO acknowledges and respects the privacy of individuals as required by the *Privacy and Personal Information Protection Act 1998*. The RTO collects information from students (or prospective students) to provide them with information about study opportunities, course administration, academic information and to maintain proper academic records. Provision of personal information is voluntary but if this information is not provided by a prospective student the RTO may be unable to enrol them in a course or supply them with appropriate support.

Information provided will not be disclosed to any third party unless the RTO has written authorisation to do so, or unless required or authorised by law.

The RTO will take all reasonable security measures to protect personal information from unauthorised access, misuse or disclosure. The RTO will also take all reasonable steps to ensure that personal information which is collected used or disclosed is accurate, complete and up-to-date.

Students have the right to access their personal information and can also request that incorrect information is corrected or deleted. Access to this information is available by applying to the RTO in writing. The RTO may charge a fee.

EQUITY & EQUAL OPPORTUNITY

The RTO is committed to the development of a working and learning environment that embraces diversity and offers equality of opportunity to both staff and students. The RTO will endeavour to ensure that equity principles are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. The RTO will also ensure that all staff is committed to upholding the access and equity principles outlined in the RTO's policies and procedures.

The RTO will endeavour to meet the needs of individual students through the integration of access and equity guidelines in its policies and procedures. RTO staff are responsible for ensuring that students understand and implement access and equity and behave in a courteous, sensitive and non-discriminatory manner when dealing with other students and staff.

If you believe you have been treated unfairly in any way please refer the matter to the Training Manager who will promptly investigate your concerns.

OCCUPATIONAL HEALTH & SAFETY (OH&S)

The safety of students and staff is of primary importance in all activities carried out by the RTO. The RTO observes all occupational health and safety legislation. The RTO will inform students about OHS issues associated with their training at the beginning of their course. This will include information about the exits from the building in which the training is being conducted and the correct evacuation procedures.

Students have a duty of care to follow instructions for safe working practices and to work and behave in ways which are safe and do not endanger the health and safety of others.

Any accidents or damaged equipment should be reported immediately. Students requiring counselling or support should discuss the matter with their Trainer/Assessor. The Trainer/Assessor will assist wherever possible, however, in the event that further action is required or professional counselling appears necessary; they will refer the student to the Student Support Officer who will access appropriate personnel or recommend the services of an appropriate external organisation. Where counselling by external organisations incurs professional fees, payment of these fees will be the responsibility of the student.

Access and Equity

The *Australian College of hypnotherapy (ACH)* **provides** equal access to training and delivery services for all students. Where possible, we conduct flexible training to meet specific needs of individual students. The student enrolment form requires students to

self-assess their English language capabilities and to indicate any special needs for the course.

The learning support strategies used by trainers at the College include:

- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Provide literacy support to assist in the understanding of language specific to the industry
- Encouraging students to work at their own pace.
- Where necessary inviting students to record training session on an audiotape.
- Providing written learning material and illustrations to reinforce the learning.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

- Recruitment to the *Australian College of Hypnotherapy (ACH)* is carried out in an ethical manner in accordance with Access and Equity principles.

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources

Advertising

From time to time, the College will advertise courses and training programs. Advertisements will detail the name of the program, qualification outcome and details of accreditation. All advertisements will comply with Relevant Legislative Requirements for Equal Opportunity and Access and Equity as well as the Australian Quality Training Framework (AQTF) National standards and the NSW Vocational Education and Training Accreditation Body (VETAB) guidelines for advertising. Information provided to prospective students is accurate, professional, ethical and in plain English. Marketing and advertising is in line with the AQTF standards and National code.

Students responding to advertisements should note the course code included in the advisement.

Fees

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured in a safe location. Students requesting administrative changes will be required to pay a fee of \$100.

Course Information

Australian College of Hypnotherapy (ACH) is a Registered Training Organisation (RTO) with the NSW Vocational Education and Accreditation Board (VETAB). We provide training delivery and assessment services in the areas of Hypnotherapy & Neuro-Linguistic Programming. A course outline has been developed for all courses. Please ensure that you have received a course outline for your course before commencing study.

The course outline provides information on:

- Course name
- Course content
- Qualification name and code

- Course entry requirements
- Delivery dates
- Cost
- Nominal length

The accredited courses provided include:-

CERTIFICATE IV	NEURO-LINGUISTIC PROGRAMMING	91235 NSW
DIPLOMA	CLINICAL HYPNOTHERAPY	91236 NSW

On successful completion of all units of competency for a course, you will be issued with a qualification. If you do not complete the entire course of study you will be issued with a Statement of Attainment for the units of competency you have successfully completed. To receive a qualification or Statement of Attainment all assessments must be competently completed and a competent decision reached on the totality of your work.

The Principal validates this request. The Qualification or Statement of Attainment is issued as per AQTF guidelines and is nationally endorsed and recognised.

Course Prerequisites

The course has no academic pre-requisites; however, to undertake this course you need to meet the following pre-requisites:

- You must be 18 years of age or over
- You must have an adequate command of English
- You must have normal sensory awareness & capability including adequate hearing and vision
- You must have adequate physical/psychological abilities necessary for establishing and maintaining professional working relationships with clients in the hypnotherapist vocation.
- You must attend an interview with the Principal or delegate.
- You must have a current e-mail address for contact and communication.

We also recommend that prospective students experience hypnotherapy as a patient with a qualified hypnotherapist prior to commencement. Due to the nature and demands of the course and profession, Australian College Of Hypnotherapy reserves the right to refuse entry to any individual on the basis of suitability.

Teaching Methods

Our teaching methods include face-to-face instruction to small groups of students and one-to-one individual support, attention and assistance. All instructions are in English.

Learner Support & Reasonable Adjustment

The learning support strategies used by trainers at *Australian College of Hypnotherapy (ACH)*;

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- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace.
- Providing written learning material.

At the interview prior to enrolment and on the enrolment form we asked you about any concerns or difficulties you may have in regard to your learning.

Trainers may identify learning needs and will communicate this to you. You can approach any trainer at any time with your concerns regarding learning difficulties so that adjustments can be made.

Delivery and assessment material may be modified to suit individual learning needs to accommodate our diverse range of clients. This is undertaken by trainers in association with the Principal. Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

The principal and our trainers are available to discuss and support you with any concerns you may have during your studies with us. Feel free to talk to them about any problems that may be affecting your studies. They will advise or refer you appropriately.

Any adjustments made must be 'reasonable' so that they do not impose an unjustifiable hardship upon the RTO. If you feel you require an adjustment to assessment please talk to your Trainer/Assessor or the Training Manager.

TRAINING DELIVERY & ASSESSMENT SERVICES

Training Delivery

Training delivered by the College meets national standards and requirements for registration as a training organisation. Each course delivered by the College has specific resource requirements for delivery. The College has in place a system for ensuring that suitable resources are available before training commences.

Accredited training is delivered against competency standards and course outlines set by the Training Package requirements. Students are advised of the units of competence they are studying. Courses and programs delivered by the College are continually updated through industry consultation. This ensures that graduates have access to the most current information and learning strategies.

Training is delivered in group workshops, lectures, and using self-paced materials and. This range of learning strategies provides students with opportunities to select learning methods that best suit their needs.

ASSIGNMENTS, ASSESSMENTS & CERTIFICATION

Our aim at Australian College of Hypnotherapy is to have students successfully complete all aspects of the course within twelve to fifteen months. This requires that students complete all set assignments and be marked as "Competent" within 15 months from course commencement.

Assignments are always due by the date listed in the Assignment timetable. However if a student is experiencing difficulty or because of a health issue It is very important that students are aware of these dates. If unable to meet the assignment deadline

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you can request an extension, in writing detailing the assessments affected and the revised date you intend to submit the assignment by.

It is important to meet the assignment timetable date as only one extension will be granted. If assignments are not received by due dates (or by requested extension date) you may be required to repeat the unit at an additional cost. If an extension is being requested on medical grounds, the medical certificate must accompany the request. **see note 2 below.**

IT IS IMPORTANT TO MEET THE COMMITMENT DATE AS ONLY ONE EXTENSION WILL BE GRANTED.

STUDENTS WHO DEFER AFTER COMPLETING FACE TO FACE TRAINING ARE STILL REQUIRED TO SUBMIT ALL PERTAINING ASSIGNMENTS, CASE STUDIES, WORKSHEET ETC WITHIN INITIAL SPECIFIED DUE DATES.

NO EXTENSIONS WILL BE PROVIDED TO ASSIGNMENTS/ASSESSMENTS & CASE STUDIES/WORKSHEETS WHEN A DEFERMENT HAS BEEN GRANTED.

Assignments are to be presented in the way described in the "Written Assignment Presentation" sheet in this Section. Please note that all assignments are to be typed. The College does not accept handwritten assignments.

Assignment Policy:

- a. Assignments are to be completed and sent to the College by the due date;
- b. Assignments are marked within 28 days of the specified due date and students are advised by email of the outcome, whether "Competent" or "Not Yet Competent". Where a result of "Not Yet Competent" has been obtained, students are advised of what they need to do to achieve a result of "Competent";
- c. Re-submitted assignments will be assessed and students advised by email of the result, as described in point b. above;
- d. Once all assignment tasks have been received and assessed as "Competent" the Certification process will begin.

Certification Process:

1. Once all assignments are marked "Competent" you will be notified by email and required to confirm, IN WRITING, the name you wish to have appear on your Certificate/Diploma together with the address for receipt of this documentation;
2. The Certificate will be completed and mailed to the address you have provided within 4-6 weeks.
3. The college will hold a practical integration day. This gives students and Trainers the opportunity to work through the skills face to face. This day is scheduled towards the end of the course and students will be notified

approximately 6 weeks prior of the specified date and venue location. All assignments must be submitted and competency achieved prior to notification.

INTEGRATION DAY: The integration day runs twice a year, This gives students and trainers the opportunity to work through practical skills face to face in a workshop environment with workshop participants. It is set once students have been marked competent with their assignment work and there are sufficient student able to attend. If your assignment work has been deemed " 'not yet competent' or you are unable to attend the specified date offered, the college will discuss the next integration day and what the student is required to complete to attend. If unforeseen circumstances occur it is the responsibility of the student to advise the college. Please note it is a course requirement that students complete the integration day prior to completion to be able to graduate. Qualifications will not be issued if a student does not complete the Integration Day. Students who are absent from the integration day with no prior notification, will incur a cost for rebooking, this will be at a cost of \$200. to the student.

NOTE 1: Students completing the nationally recognised Diploma of Clinical Hypnotherapy have the Certificate IV in Neuro-Linguistic Programming nested within the Diploma (a separate NLP Practitioner Certificate is issued). The Units of Competency completed in this course are listed in the course manuals and on the reverse side of the Diploma.

NOTE 2: If assignments are not received by due dates (or by requested extension date) you may be required to repeat the unit at an additional cost of \$500. Students who fail to respond to three consecutive requests for assignments and/or communication responses will be sent a finalisation letter.

If no response is forthcoming to that letter within 14 days it will be assumed that the student has resigned from the course and their personal file will be closed and archived. It is therefore imperative that students provide the College with any changes to personal contact details and to any periods of absence from their normal address (holidays, overseas travel, sickness etc). Students are further advised that the College uses e-mail as the primary method of contact and all students are required to provide a current phone, address and e-mail addresses.

Flexible Learning-Assessment

Flexibility allows for assessments in a variety of formal and informal ways. Flexible learning and assessment methods may be negotiated with individual students provided the validity and reliability of assessment decisions is assured.

Reasonable learning adjustments include such things as: 'make up days', video presentations, written material (eg to support dyslexic student's needs), accommodation for different student learning styles/needs. Adjustments to assessment may also be made to take into account the special characteristics of a student. Any adjustments made must be 'reasonable' so that they do not impose an unjustifiable hardship upon the RTO. If you feel you require an adjustment to assessment please talk to your Trainer/Assessor or the Training Manager.

Conduct of Assessment

The College conducts assessments in accordance with the Australian Quality Training Framework (AQTF) assessment guidelines for Registered Training Organisations

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(RTO) and is competency based against the standards outlined in the units of Competency, which have been developed by the college. and those listed in the CHC02 & HLT07 training package. It includes:

- Assessment to determine your training needs
- Assessment of performance at the end of the units of training
- Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC)

Assessments involve the collection of sufficient evidence to demonstrate your competencies. This may include:

- Observation of your practical skills
- Measurement of your knowledge and understanding
- Observation of the attitudes you demonstrate.
- Measurement of skills

Assessment Methods may involve:

- Demonstrating your skills
- Participating in a role play
- Submitting research assignments
- Producing a piece of work
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of work
- Making oral presentations to the group

The outcomes of assessment are **Competent or Not Yet Competent**. If you are assessed as **Not Yet Competent** you can request a re-assessment. During the course your individual assessment records are maintained by you (you always keep a copy of your assignment work) and by ACH. Because of the flexible delivery options available, some subjects involve projects, assignments and a range of other learning activities. Trainers will provide written project and assignment outlines for these activities. Trainers will also indicate the due date for project/activity completion when distributing outlines. Please talk to your trainer about the requirements for your course.

Students are encouraged to plan their study activities to ensure that projects are completed on time.

When a student demonstrates competency or shows they can demonstrate understanding or ability, they will be assessed as competent.

Assessments are conducted in the workplace and involve the actual conditions faced in the workplace which will demonstrate the dimensions of competency required in task skills, task management skills, contingency management skills and the job role environment skills. All of these individual skills are required to be shown to be competent in the workplace. Collection of sufficient evidence to demonstrate your competencies is required to meet the unit requirements. If you do not supply the required evidence then the assessors will get you to take the assessment again or a substitute assessment to allow you to provide all required evidence.

Assessment Appeals

If you wish to appeal against an academic decision or other procedural matter regarding assessment, you should undertake the following steps:

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- In the first instance you should make an informal approach to your course Trainer/Assessor with any new evidence or clarification of existing evidence relating to the assessment.
- Assessment will be reviewed having due regard to your submission and will be responded to in writing within 7 days.
- Where you remain dissatisfied with the decision you may make a request in writing to the Training Manager for an assessor who has not been involved in the original decision, to review the decision. This process may take up to 14 days and you will be advised of the outcome in writing.
- If you remain dissatisfied with the decision of the reviewing independent assessor you may lodge a written request to the Principal for a final review of the assessment. You will be advised in writing of the outcome of the final review within 14 days.
- If you remain dissatisfied with the Principal's decision you may make a formal complaint under the Complaints Handling and Resolution Policy and Procedure.

Appeals will be accepted up to 14 days from the date an assessment result was received by the student.

All appeal outcomes, including reasons for the decision will be communicated to the student in writing.

Attendance & Absenteeism

Commitment and punctuality are extremely important to a Hypnotherapy Practitioner, and all the skills learnt in this course are vitally important to your future success. If a student is unable to attend the specified face to face sessions, six (6) weeks notice is requested or the student will be charged a fee of \$500.00 to re-book.

Attendance at the agreed class times is important if you have difficulty arriving on time please contact your trainer prior to class commencement to advise of your difficulty.

Students who are absent from class due to illness should have someone else contact and advise the college accordingly. Where relevant please provide a doctor's certificate for your student files. No consideration can be given to extended absences for any other reason. Students must continue to actively participate in the learning and assessment activities to achieve competency. Any absence without prior notification will be marked as a no-show and will be deducted from the total number of hours remaining in the course. Extensive non-attendance without just course may result in suspension. It is the students' responsibility to catch up on any work missed due to absenteeism.

This day is scheduled towards the end of the course and students will be notified 6 weeks prior of the specified date and venue location. All assignments must be submitted and competency achieved prior to notification.

NOTE: Course dates can alter due to numbers and the College is not responsible for refunds of incidental expenses incurred by students due to any changes.

Class times may be changed due to operational requirements.

Deferral

Students who are unable to attend for a period of time should discuss this with the Principal and lodge an application to 'DEFER STUDIES' for approval.

Deferments are only available upon approval of the PRINCIPAL in writing.

If a student has requested a deferment and the deferment has been approved by the Principal, it is imperative that all client based assignments/assessments (case studies) are completed as per your original assignment timetable.

Students who defer after completing face to face training are still required to submit all pertaining assignments, case studies, worksheet etc within initial specified due dates.

No extensions will be provided to assignments/assessments & case studies/worksheets when a deferment has been granted.

It is important to meet the assignment timetable date as only one extension will be granted.

- Deferment is granted **ONCE ONLY** and is not to exceed proposed course completion date.
- An application to 'Recommence Studies' must be completed and approved by the Principal.
- The return date will be at the discretion of the College and a re-entry fee of \$750.00 will be charged.
- After FOUR months if the student has not recommenced study at the College a Reminder letter will be sent to their last advised address.
- After SIX months a letter of discontinuation of the course will be sent to the student.

If a student does not apply for deferment and does not attend any classes or complete assignments with no WRITTEN notice, they will be considered to have abandoned their enrolment. It will be assumed that the student has resigned from the course and their personal file will be closed and archived. A letter confirming this will be forwarded to the students address (as per student file details).

All students must keep the college informed of their address and contact details including the emergency contact person at all times.

If you change your address and contact details at any time during your period of study with us, you must advise us within 7 days

Email

The College requires each student to operate off their own individual email address. Please note assignments will not be accepted otherwise and if you change your email address you must notify the college within 7 days. The college requires students to use Microsoft Outlook or any other mail client that has similar features or is compatible with Outlook. Students are asked to use the option that enables to request of a 'read receipt' when sending an assignment or just sending an email, so the college can confirm they have received all communications, as spam filters sometimes strip or delete emails. It is then the responsibility of the student to contact the college if they do not receive a 'read receipt' within 24 hours.

Qualification Issue

Students are required to complete the complete course they are enrolled into and meet all competencies relating to the required units of competency to gain the qualification.

On successful completion of all units of competency for a course a student will be issued with a qualification. If the entire course of study is not completed the student will be issued with a Statement of Attainment for the units of competency have been successfully completed taken from the National Training Package (NTP).

To receive a qualification or Statement of Attainment all assessments must be competently completed and a competent decision reached on the totality of work. The student manager completes all paperwork and requests a qualification issue. The Principal validates this request. The qualification or statement of attainment is issued as per AQTF guidelines and is nationally endorsed and recognised.

National Recognition

The College recognises relevant qualifications issued by another RTO under the Australian Qualifications Framework (AQF). The College reserves the right to contact the issuing body to ensure authenticity. This is an 'automatic' recognition rather than going through a RPL process.

The RTO may have non-endorsed courses which do not come under National Recognition. However, in these cases, you will be able to apply for RPL. The Principal is the person you need to see for National Recognition. Please discuss this with the Principal for any clarification and decision in your circumstances.

We reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency/modules indicated on the testamur.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process that assesses a student's prior formal or non-formal learning against the competencies or learning outcomes of a particular course/unit to provide partial or total credit.

In order to assess RPL, sufficient evidence must be provided by the applicant to identify their current experience, qualifications, skills and knowledge against the requirements of a course.

To apply for RPL, students complete an application form and prepare relevant documentation in the form of a *Portfolio of Evidence* which is reviewed by a qualified assessor.

The student is notified whether the RPL application is successful or whether further assessment is needed. If further assessment is needed, the procedures and requirements are explained. If RPL is not granted then an explanation is given to the student and the appeal process is explained.

A record of the RPL decision is signed by the assessor and the student and placed on the student's file.

Applications for RPL should be lodged with the student's application for enrolment and the process is explained before a student's enrolment is finalised. Due to the integrated nature of the course, RPL can only be granted for complete modules of study. The cost for RPL assessment is \$500 per module.

To request RPL/RCC you will need to:

- Collect and complete the Request for Recognition of Prior Learning application pack from the office.
- Check your skills and knowledge for each unit of competency. (You can cross check these against the units of competency for your specific course)
- Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to date) and authentic (your own work).
- List the types of evidence you have for each unit of competency.
- Present your evidence prepared and the RPL application to the principal for assessment.
- The assessor may ask you to undergo a challenge test. You will be provided with a written report on the outcomes of assessment of your application for RPL which you will be required to counter sign. This report will be filed in your personal file. You must pay the cost for RPL.

Trainer and Assessor Qualifications

Australian College of Hypnotherapy (ACH) trainers and assessors are selected against strict criteria, which ensures that they possess both academic and industry qualifications in the subject areas they are involved with. Students can have full confidence in the skills, knowledge and professional standing of our team. All trainers' qualifications reflect the requirements for Australian National Training Authority (ANTA).

Trainers and assessors are required to participate in an ongoing skills development program to maintain and update their technical knowledge. This ensures that students receive the best possible instruction and assessment.

Australian College of Hypnotherapy (ACH) trainers have the relevant qualifications required by the Australian National Training Authority.

These include:-

- Appropriate formal specialist qualifications relevant to the qualification in which they are training and assessing
- Skills, knowledge and experience in the Industry
- Certificate IV in Assessment and Workplace Training or equivalent
- Vast industry experience
- Demonstrated competence at least to the level of training delivery and assessment.

Trainers have many years of experience and ensure the quality of training given. In turn, the Principal, who is well versed in adult education, business and all facets of the Hypnotherapy & NLP industry, guides them.

Records Maintenance

Students may access their records on request. Records are kept confidential and require written permission by the student prior to release of any information in their records. Students under 18 years of age, by signing the Declaration of Understanding, give consent for the College to contact parent/s or guardian/s, if required. It is an Australian Government requirement that we keep records of each student's current

residential address (as supplied by the student), the student's full name, date of birth, the start and completion day of the student's course, attendance and academic performance details of payments received.

PLEASE NOTE:-

- Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.
- Your personal information may be made available to Commonwealth and State Agencies.
- Your records are confidential and available to you on request.
- We keep a hard copy of your file for a period of 3 years after completion of your course.
- We keep results from your student file for 30 years after completion of your course.
- Students will bear the cost of re-issuing of records and qualifications.

All Students MUST keep the college informed of their address and contact details including the emergency contact person at ALL times. If you change your address and contact details at any time during your period of study with us, you must advise us within 7 days.

STUDENT BEHAVIOUR AND DISCIPLINARY POLICY

Students are expected to behave appropriately in a mature and ethical manner in accordance with the following Code of Behaviour.

Students must:

- not engage in any offensive conduct or unlawful activity;
- respect and not interfere with any other students' property;
- not remove, damage or mistreat RTO property;
- not wilfully interfere with another's ability to learn through disruption of classes or harassment of any kind;
- not cheat or plagiarise other people's work;
- not engage in any aggressive physical contact with any other person whilst on campus;
- not smoke inside training facilities;
- not attend class under the influence of alcohol or illicit drugs;
- not eat or drink during class (except water);
- wear appropriate clothing which does not cause undue offence.

Penalties for breaches of this Code of Behaviour, or other unsuitable or disruptive behaviour, will be imposed depending on the nature and severity of the breaches. In certain cases this may include exclusion from the course or sanctions on the student.

Events involving theft, assault and other acts which are against the law will be immediately referred to the Police. All students are required to abide by the laws that impact on their behaviour and actions towards others.

STUDENT COMPLAINTS/COMPLIMENTS/SUGGESTIONS

The RTO aims to:

- develop a culture that views student complaints as an opportunity to improve the organisation;
- ensure that any student complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- set in place a complaints handling system that helps to prevent complaints from recurring;
- ensure consistency when handling complaints.

Complaints, Compliments and Suggestions

A complaint can be defined as a student's expression of dissatisfaction with an aspect of the RTO's services. A complaint may be a student expressing dissatisfaction with, amongst other things:

- the enrolment or induction process;
- the quality of training or assessment provided;
- access to their personal records;
- the way they were treated.

Procedure

Stage One: Complaints, Compliments and Suggestions must be submitted in writing on the form improvement log, which is supplied in Appendix C of the Student Handbook and addressed to the Training Manager. Receipt of the complaint will be acknowledged within five working days.

All improvement log forms will be dealt with by the RTO's representative, who will carry out, where necessary an investigation to endeavour to resolve the complaint or implement a suggestion. The result of any investigation will be provided in a written report to the complainant on the steps that will be taken to address the complaint. When necessary this letter will detail any required formal interview and where to attend.

Stage Two: If the complaint remains unresolved, the complainant may appeal the decision reached in Stage One in writing to the Principal. The Principal will appoint a person who was not involved in the original decision to consult with the complainant and other relevant parties.

Where possible such consultations should take the form of face-to-face interviews so that the complainant has an opportunity to formally present their case. The complainant may ask another person to accompany them to interviews.

The Principal's appointee will hear the issue and endeavour to resolve the issue, if this is not possible to the mutual satisfaction of all parties, the Principles Appointee will seek to identify with the Complainant a suitable mutually agreeable independent person or panel to resolve the issue.

Stage Three: If the complaint still remains unresolved after the decision of the independent person or panel, the final option to both parties is to seek the Assistance of VETAB as advised in the National Complaints Code.

VETAB can be contacted on 02 9244 5335.

The alternative contact is the National Complaints Hotline on 1800 000 674 who will forward your complaint onto VETAB.

STUDENT COUNSELLING AND SUPPORT

Students requiring counselling or support should discuss the matter with their Trainer/Assessor. the Trainer/Assessor will assist wherever possible, howe4ver, in the event that further action is required or professional counselling appears necessary they will be referred to the Student Support Officer who will access appropriate personnel or recommend the services of an appropriate external organisation. Where counselling by external organisations incurs professional fees, payment of these fees is the responsibility of the student.

SUSPENSION OR EXPULSION

Australian College of Hypnotherapy (ACH) will do all in its power to ensure all students receive fair and equal treatment. If a student is unable to abide by the College rules and regulations then they may requested to not return to college premises for a specified duration of time stated by the Principal. Australian College of Hypnotherapy (ACH) reserves the right to suspend students who do not abide by the College Policies & Procedures as stipulated in this Student Handbook and Student Information Part 1 & Part 2.

ACH may implement an immediate suspension in the following situations;

- Theft
- Non-payment of fees
- Disruptive behavior

The time frame for suspension depends on the incident(s) and is up to the discretion of the Principal. Australian College of Hypnotherapy (ACH) reserves the right to suspend students.

Procedure is as follows:

Step 1. A meeting will be held with the student in question and a verbal warning will be given to the student and documented on the student discipline procedure, which student signs and is then filed in the student file.

Step 2. A second meeting will be held with the student in question if behavior has not improved and a verbal warning will be given to the student and documented on the Student Discipline Procedure, which student signs and is filed in the students file.

Step 3. If a third meeting is required the student will be given a written letter documenting the reasons for the discipline action (being suspended or expulsion) and will be asked to show just cause why their enrolment at the college should be continued. Details are documented in the student file. No refunds will be given if the suspension or expulsion is the final outcome.

Step 4. The outcome is provided in writing to the student

Step 5. The student has a right to appeal. If the student is dissatisfied with the outcome they may appeal the decision by requesting an external independent arbiter. This gives them the opportunity to formally present their case. Australian College of Hypnotherapy (ACH) will provide them with a written statement of the appeal outcome.

Step 6. Each event will be recorded on the Student Discipline Register by the compliance officer. If an appeal is requested the process will be as per the complaints and appeals policy and procedure of Australian College of Hypnotherapy (ACH) Pty Ltd. This dispute process does not prevent the student from exercising the student's rights to other legal remedies. Australian College of Hypnotherapy (ACH) ensures a prompt resolution.

APPENDIX A STUDENT RESPONSIBILITIES

Whilst you remain a student at the *Australian College of Hypnotherapy (ACH)* it is your responsibility:

- To attend class regularly, punctually and advise the College of any absences.
- To keep the College informed of your address and contact details at all times.
- To comply with and assist in the College's emergency procedures.
- To conduct your self in a safe and healthy manner and behave in a manner which prevents injury & disease to you, your trainer model & fellow students.
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
- To ensure non-discriminatory or harassing behavior to other students, staff or visitors to the school.
- To report any discriminatory behavior or harassment to your trainer.
- To register complaints, disputes or grievance with your trainer or the principal.
- To refrain from unacceptable behavior including the use of bad language, alcohol and drugs.
- To refrain from the use of devices which may disrupt classes eg. mobile phones and pagers unless discussed with you trainer.
- Not to leave the College without notifying your Educator.
- To comply with the Assessment Information outlined in the handbook.
- To abide by the College Policies & Procedures outlined in the Student Handbook.

Failure to comply with these responsibilities will result in the following disciplinary action: - -

The first instance the student will be given a verbal warning.

- In the second instance the student will be given a verbal warning.

- In the third instance the student will receive a written warning and asked to show just cause why their enrolment at the College should be continued. If there is no change in the student's behavior the student will be dismissed from the College.

Each process will be recorded and filed in the Students file.

I give permission for Australian College of Hypnotherapy (ACH) staff member/s to ring for an ambulance in the event of a MEDICAL EMERGENCY where I require an ambulance. I fully understand that I will bear the cost of this service and do not hold Australian College of Hypnotherapy (ACH) or its staff/educators responsible for any costs incurred.

I have read, understand and agree to abide by the above Student Responsibilities.

Student Name _____ Student No. _____

Student Signature _____ Date _____

APPENDIX B DECLARATION OF UNDERSTANDING

Students are required to read and sign they understand the following statement upon Induction;

- College Code of Practice
- Course Information
- Legislative & Regulatory Requirements
- Training Delivery & Assessment Services
- Records Maintenance
- Complaint and Appeals
- Suspension or Expulsion
- Student Responsibilities
- Declaration of Understanding
- Student Declaration
- Introduce students to Teachers, Principal & designated Student Manager
- Tour of Classrooms/Reception/Principal's Office/Bathroom Facilities, Fire Exit and Evacuation meeting point in the event of an Emergency.
- Deferment of Studies incurs a re-entry fee (currently \$750.00)
- Refund policy
- Flexible learning
- Explain school timetable and durations of each course offered
- Advise RPL/Exemptions/mutual recognition
- Explain how to access teachers
- Students invited to view all college Policies & Procedure documents in full and relevant government Acts held on site including the Child Protection Act.
- Outline facilities available to students undertaking courses, including;
 - Counselling
 - Medical / First aid officer on site
 - Student administration
 - The learning resources (for example reference texts and software)
 - When necessary, provide students with contact numbers of staff
 - Bullying and Disciplinary Guidelines and Policy
 - Process for providing feedback including the use of the student survey/feedback form
 - Unit/Course outlines
 - Assessment & teaching methods used
 - Flexible Learning

I have read and understood and agree to abide by the above Declaration of Understanding explained by Australian College of Hypnotherapy Staff.

I understand that all ACH policies noted in the Student Information Part 1 Handbook are also required for Part 2 of the course. I do understand that I will receive a Student Information Part 2 Handbook, and will be bound by the same terms and conditions as noted in Part 1.

I agree that I have purchased the following Training:

Course Name:- _____ Version _____

Student Name _____ Student No. _____

Student Signature _____ Date _____


Induction by _____

The Holistic Healing Company Pty Ltd RTO # 91275
Trading as The Australian College of Hypnotherapy
ABN 34 097 426 303 ACN 097 426 303

Doc Name – Student Handbook - Version 10 - Issue
Date 29th July 2009 - Authorised by – CEO

Inductor Signature _____ Date _____

APPENDIX C

	<h1>IMPROVEMENT LOG</h1>
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DATE: _____

NO: _____

- SUGGESTION FOR IMPROVEMENT OR**
- CONCERN / PROBLEM**
- COMPLIMENT**

SITUATION (involves the following service area(s):

Training Clinical Admin Services policy Fees & Charges Other

AREA / ROOM (IF APPLICABLE)

POSSIBLE SOLUTIONS (How do you think this can be improved?)

PRINT NAME: (Optional) _____

Your right to submit this confidentially is respected. However if you are comfortable to include your name, it does give us the opportunity to give feedback directly to you.

PLEASE PLACE THE COMPLETED FORM IN THE "SUGGESTION BOX" IN THE BOX AT THE ENTRY TO UNIT FOR COLLECTION.

CLOSED (Circle) YES

NO

ACTION: By whom? _____ **Date:** _____

DISCUSSED WITH: (include names and designations)

INVESTIGATION:

ACTION TO BE TAKEN (CIRCLE ACTION TAKEN 1, 2 OR 3)

1.	<p>MATTER TRANSFERRED TO COMMITTEE/FORUM FOR RESOLUTION (SEE MEETING RECORD FOR PROGRESS - LOG CLOSED)</p> <p>ADMIN & SERVICES <input type="checkbox"/> STUDENT & REPRESENTATIVE <input type="checkbox"/> STAFF&QI <input type="checkbox"/></p>
2.	<p>MATTER RESOLVED THEREFORE NO FURTHER EVALUATION NEEDED: ACTION TAKEN TO RESOLVE THE MATTER _____ _____</p>
3.	<p>OTHER ACTION TO BE TAKEN e.g. memo education etc: _____ _____ _____</p> <p>EVALUATION OF ACTIONS <input type="checkbox"/> Effective <input type="checkbox"/> Ineffective <i>If ineffective, raise another improvement log.</i></p>

FEEDBACK - PERSON LODGING LOG ADVISED OF ACTION/RESULT? YES NO

N/A

PERSON/S LODGING LOG SATISFIED WITH OUTCOME? YES NO

N/A

Completed by: _____ **Date:** _____