HOLISTIC EDUCATION COLLEGE

Domestic Student Handbook

P: 1300 167 926
E: course@holistic.com.au
W: www.hec.edu.au
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**Welcome**

At Holistic Education College our goal is to provide you an enjoyable and successful study program. You'll have plenty of support and guidance from both skilled and knowledgeable lecturers and an accessible and friendly administrative support group.

HEC has been in operation for some twenty years boasting thousands of successful massage graduates now operating their own businesses or partnerships, working for employers including health clinics, aged care, hospitals, in-home and sports clubs.

HEC is committed to the delivery of educational programs related to holistic health.

HEC is centrally located at Level 8, 97 Creek St Brisbane CBD well serviced by public transport, including bus, train and ferry. See location map next page.

Our experience in the health industry provides us with the knowledge and assessment processes to evaluate the competencies required to be a knowledgeable, successful and confident massage therapist. Our programs are structured accordingly and suit all ages, all genders and all cultures.

The purpose of this Handbook is to provide you with all the information you need to know to study through HEC. If you do have any questions whatsoever, please ask….call us on 1300 686 180 or email brisbane@hec.edu.au

We wish all potential students every success in your chosen field of study and look forward to welcoming you to HEC study program/s!

**Our Obligation as Your RTO**

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which form part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations. We participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in our training and assessment also comply. This includes our training partners, marketing brokers, education agents and sales people as applicable.

As the RTO we have the responsibility to issue your Australian Quality Framework (AQF) certification documents are in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further in this Handbook.
STUDYING THROUGH HOLISTIC EDUCATION COLLEGE

At Holistic Education College (HEC) our goal is to provide you an enjoyable and successful study program.

You’ll have plenty of support and guidance from skilled and knowledgeable lecturers and an accessible and friendly administrative support group.

HEC has been in operation for some twenty (20) years boasting thousands of successful remedial massage graduates some now operating their own businesses or partnerships, working happily for employers including health clinics, aged care and sports clubs both within Australia and overseas. We partner with Chi-Link in Brisbane who deliver and assess HLT52015 Diploma of Remedial Massage on our behalf and under our Nationally accredited policies, processes & procedures.

HEC, Chi-Link Brisbane and employees, are committed to & knowledgeable in the delivery and assessment of educational programs related to the health sector. Current, on-going, hands-on experience in the health industry, specifically remedial massage, provides us with the knowledge and assessment processes to evaluate the competencies required for our students to graduate as successful and confident remedial massage therapists.

Our programs are structured accordingly and suit all ages from 18 years and above, all genders, nationalities and cultures.

We pride ourselves on exceptional personalised student service. Our commitment is to help each and every student achieve their individual learning goals in a structured and supportive environment. Our history of our many current and past graduates successfully working in the massage industry attests to this.

Our courses attract students of all ages, cultures, backgrounds and experience. Our training delivery and assessment is targeted to meet the needs of ALL students. As people learn in varied ways, our trainers are well equipped and well versed in using a range training techniques to suit all learner types regardless of age, employment background and culture.

HEC quality training combined with flexible delivery, including face-to-face, group work, mentoring, written assignments, supported research methods, handouts and contemporary current reference materials, ensures the best outcome possible for both individual students and the class as a whole.

HEC has well-equipped training facilities comprising of lecture rooms, interactive learning facilities, library and student breakout areas.
OUR LOCATION AND CONTACT DETAILS

HEC is centrally located in the heart of Brisbane CBD accessible by public transport, including bus, train, ferry, taxis, uber...

Holistic Education College (HEC) / Chi – Link
Level 8, 97 Creek St
Brisbane CBD Qld 4000
P: 1300 686 180
E: brisbane@hec.edu.au
W: www.hec.edu.au

Office hours: Monday to Friday 10am – 6pm

Contact:
P: 1300 686 180
E: Brisbane@hec.edu.au
W: www.hec.edu.au
COURSES PROVIDED BY HOLISTIC EDUCATION COLLEGE

HLT52015 Diploma of Remedial Massage (from 16 July 2016)

HLT52015 Diploma of Remedial Massage qualification delivered by Holistic Education College (HEC) is nationally recognised and government accredited. This qualification is certified and recognised as the leading massage qualification with possible articulation of some units of competency to higher education studies and degrees.

This qualification does not require pre-requisite HLT40307/40312/42015 Certificate IV In Massage Therapy Practice and is a full-time comprehensive massage study program delivered with face-to-face lessons minimum of 20 hours per week for 52 weeks

200 hours of supervised massage clinic is an essential requirement for successful graduation from this qualification.

You will be fully supported by HEC’s friendly, professional & highly experienced trainers during all study.

Commencements: Quarterly Intakes  
Duration: 52 weeks  
No Pre-requisite/s study required
<table>
<thead>
<tr>
<th>CODE</th>
<th>TITLE</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTMSG001</td>
<td>Develop Massage Practice</td>
<td>Core</td>
</tr>
<tr>
<td>HLTINF004</td>
<td>Manage the control of infection</td>
<td>Core</td>
</tr>
<tr>
<td>HLTWH5004</td>
<td>Maintain an effective health work environment</td>
<td>Core</td>
</tr>
<tr>
<td>HLTAIM003</td>
<td>Provide first Aid (EXTERNAL-RCC)</td>
<td>Core</td>
</tr>
<tr>
<td>HTAAP003</td>
<td>Analyse &amp; respond to client health information</td>
<td>Core</td>
</tr>
<tr>
<td>CHCLEG003</td>
<td>Manage legal &amp; ethical compliance</td>
<td>Core</td>
</tr>
<tr>
<td>CHCIV001</td>
<td>Work with diverse people</td>
<td>Core</td>
</tr>
<tr>
<td>HLTMSG002</td>
<td>Assess client massage needs</td>
<td>Core</td>
</tr>
<tr>
<td>HLTMSG003</td>
<td>Perform remedial massage musculoskeletal assessments</td>
<td>Core</td>
</tr>
<tr>
<td>HLTMSG004</td>
<td>Provide massage treatments</td>
<td>Core</td>
</tr>
<tr>
<td>CHCCOM006</td>
<td>Establish &amp; manage client relationships</td>
<td>Core</td>
</tr>
<tr>
<td>HLTMSG005</td>
<td>Provide remedial massage treatments</td>
<td>Core</td>
</tr>
<tr>
<td>HLTMSG006</td>
<td>Adapt remedial massage to meet specific needs</td>
<td>Core</td>
</tr>
<tr>
<td>HLTMSG007</td>
<td>Lead effective Workplace relations</td>
<td>Elective</td>
</tr>
<tr>
<td>HLTMSG008</td>
<td>Monitor &amp; evaluate remedial massage treatments</td>
<td>Core</td>
</tr>
<tr>
<td>HLTREF002</td>
<td>Provide reflexology for relaxation</td>
<td>Elective</td>
</tr>
<tr>
<td>HLTAR0001</td>
<td>Develop Aromatherapy Practice</td>
<td>Elective</td>
</tr>
<tr>
<td>CHCPRO003</td>
<td>Reflect on &amp; Improve own professional practice</td>
<td>Core</td>
</tr>
<tr>
<td>CHCPRO005</td>
<td>Engage with Health Professionals &amp; the Health system</td>
<td>Core</td>
</tr>
<tr>
<td>BSMMED303</td>
<td>Maintain Patient Records</td>
<td>Elective</td>
</tr>
<tr>
<td>BSBM8404</td>
<td>Undertake Small business planning</td>
<td>Elective</td>
</tr>
</tbody>
</table>
Employment options for our graduates include:
Remedial massage therapist in massage clinic, aged care facility, home-based, hospitals, remedial sports therapies, partnering with other health practitioners including osteopaths, physiotherapists, chiropractors, GPs, specialists in professional remedial massage assessment and treatment

Call 1300 686 180 for more information or assistance

STUDYING THROUGH HOLISTIC EDUCATION COLLEGE (HEC)
Third Party Arrangements

Holistic Education College has formal third party delivery and assessment arrangements in Brisbane (Creek St CBD), Sydney (Kent St CBD), Melbourne (CERES East Brunswick)
For your convenience, HEC delivers our specialised HLT52015 Diploma in other locations throughout the eastern coast of Australia. Our quality delivery and assessment processes combined with professional environment and HEC’s well-renowned inclusive culture, ensure the highest-level of quality learning outcomes for all our students. Our lecturers are the best in the business!!

Contact Information:

SYDNEY: (CBD)
Address: Suite 90. 515 Kent St Sydney CBD
E: sydney@hec.edu.au
P: 1300 686 180

MELBOURNE: (CBD)
Address: CERES, Cnr Stewart & Roberts St. Brunswick East Vic 3057
Email: melbourne@holistic.com.au
P: 0406 100 985

BRISBANE AND GENERAL HEC ENQUIRIES (including International course enquiries):
Contact Holistic Education RTO Head Office Brisbane:
Address: Level 8, 97 Creek St Brisbane CBD
E: brisbane@hec.edu.au
P: 1300 686 180
W: www.hec.edu.au
SELECTION AND ENROLMENT

Holistic Education College accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis. If a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Application, Student Acknowledgement form accessed via HEC website www.hec.edu.au/enrolment and lodge with your JP certified proof of identification at HEC office – address below. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it or deliver to HEC Course Administrator L8, 97 Creek St Brisbane together with your $700 non-refundable enrolment/administration fee. You will be contacted within 7 working days to let you know the status of your application/ enrolment and to confirm your details.

As part of the entry requirements you may be required to attend an interview. Details of the interview will be provided on lodgement of your application and application fee.

Once approved of your application/enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

• Provide us with your USI OR
• Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID information that you provide for this purpose will be destroyed once we have used it for this purpose.

• If you would like to create your own USI, please visit: www, or www.usi.gov.au/student-create-your-usi

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.
**CREDITS**

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Holistic Education College may grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don’t provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

**RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Holistic Education College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about submitting an application for RPL, contact the head office on 1300 167 926.
**COURSE INDUCTION**

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

**STUDENT CODE OF CONDUCT**

**CONDUCT**

Students are expected to conduct themselves in a quiet, courteous and orderly manner at all times while on College premises. It is expected that all College trainers and staff will be treated with courtesy and respect at all times.

**CLASSROOM BEHAVIOUR**

You are asked to read these expectations thoroughly prior to completing your enrolment:

1. Participate in all training and assessment activities and carry out any tasks that may be asked by your trainer to the best of your ability.

2. You must complete all activities and assessments which may include self-paced learning workbooks, class activities, and final assessments as required.

3. You must promptly advise your trainer of any concern that you may have regarding your progress throughout your Course.

4. You must advise RTO of any changes in your personal details.

5. You must keep training areas and facilities tidy at all times and abide by the rules of the building.

6. Consumption or being under the influence of alcohol/illicit substances during training hours is unacceptable, and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the Course.

7. Your behaviour must not disrupt or threaten other participants or RTO staff. Abusive behaviour or physical violence may result in instant expulsion from your program.

8. Failure to comply with points 6 and 7 above will result in your suspension and/or expulsion from the Course.
SMOKING

The College is a smoke free zone. Students wishing to smoke must do so outside and away from the College. Students are not to stand in front of the building and smoke, as this is inconsiderate to visitors to the College & illegal.

VANDALISM

Writing on or sticking chewing gum on walls, doors, computers and desks, is vandalism and will not be tolerated. Litter is to be placed in the appropriate bins provided.

LIBRARY

Books or College reference materials may not be borrowed or removed from College premises without express permission from your trainer or Course Administrator.

ASSESSMENTS - INAPPROPRIATE ACTIVITY - PLAGERISM

Cheating of all forms either during assessments or copying of assignments will not be tolerated. A person found cheating or plagiarising in a particular unit of competency will be excluded from that unit and will be required to repeat that unit when next offered. There may be additional fees payable in these cases. A second offence may be subject to instant dismissal from the course. Assignments, projects and essays must be the student’s own work and students are required to sign each written assessment to this effect. If quoting a passage from a book, appropriate referencing must be used.

DRESS CODE

Smart casual dress is required; long trousers/pants, closed in non-slip soled shoes. T-shirts are acceptable but should not have writing or pictures on them that others might find offensive.

Thongs, singlet’s or shorts are not acceptable.

TERMINATION

The College reserves the right to suspend or cancel the enrolment of any student whose conduct is not of a standard acceptable to the College that is, any behaviour deemed inappropriate by the College including but not limited to:

- Harassment;
- Bullying;
- Theft;
- Inappropriate behaviour;
- Cheating;
- Wilful Damage;
- Failure to adhere to advised College process, procedure or policy.

Course Expectations and Requirements

The training and assessment offered by Holistic Education College focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may
either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Some of our course competency units are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines (delivery/assessment learning plan/s) include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. HEC courses involve classes, group-work, clinic and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments and practical observations.

**ATTENDANCE AND HOMEWORK REQUIREMENTS**

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer as soon as possible prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

**ASSESSMENT ARRANGEMENTS**

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.

- Be informed of relevant due dates or timing of assessments to be conducted.

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

**Submitting your assessments**

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

**HEC**  
**Course Administrator**  
**Level 8, 97 Creek St**  
**Brisbane CBD**  
**Qld 4000**

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep
them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

• Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.

• Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.

• Making changes to the assessment arrangements e.g. more time allowed for assessments.

• Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Holistic Education College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you at the least to complete the assessment again or at worst be expelled.
**SUPPORT SERVICES**

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment, we may contact you regarding this.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact us on 1300 167 926 to discuss your support needs.

**EXTERNAL SUPPORT SERVICES**

For students requiring additional support with their studies, work or life, Holistic Education College provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

*Reading and Writing Hotline*


For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

*Centrelink*

Telephone: 131021    Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

If you are completing a full time course you may be eligible for benefits through Centrelink.

*Australian Apprenticeship Centres (AAC)*


Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

*The Victorian Equal Opportunity & Human Rights Commission*
The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria
Telephone: 1800 677 402  Website: http://www.legalaid.vic.gov.au
Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria
Telephone: 1800 462 480
Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline
Telephone: 13 11 14
Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia
Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out
Website: www.reachout.com.au
Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people’s mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Your feedback
Your feedback is important to us and assists in ensuring that our services continue to meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes.
All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email, phone or face-to-face by making an appointment to meet with Training Manager P: 1300 167 926

**ACCESS TO YOUR RECORDS**

You may access or obtain a copy of the records that Holistic Education College holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of $1.00 per page for photocopying.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

**Amendment to records**

If a student considers the information that Holistic Education College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

**NOTIFYING YOU IF THINGS CHANGE**

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message.

You can let us know of any changes to your own details by using the Change of Details Form.

**LEGISLATION AND YOU**

As a student, you have both rights and responsibilities under applicable legislation.

**Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, Holistic Education College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to
health and safety and welfare. Holistic Education College has policies and procedures in place to ensure your safety and on commencement of your course you will provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you’re not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Holistic Education College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Holistic Health College and its partners, is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Holistic Education College will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don’t like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Holistic Education College Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Holistic Education College aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Holistic Education College.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Holistic Education College provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success.
in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

**National VET Regulator Act 2011**

As a student in Australia’s vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

**Student Identifiers Act 2014**

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don’t have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students’ pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to [http://www.usi.gov.au/About/Pages/default.aspx](http://www.usi.gov.au/About/Pages/default.aspx)
**PRIVACY POLICY**

**Purpose**

This policy ensures that Holistic Education College meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regards to individuals. This policy and procedure contributes to compliance with Clause 8.5 of the Standards.

**Definitions**

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO’s registering body

**Personal information** means ‘information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- ‘Whether the information or opinion is true or not; and
- ‘Whether the information or opinion is recorded in a material form or not.’

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at [www.asqa.gov.au](http://www.asqa.gov.au).

In collecting your personal information Holistic Education College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

1. Privacy Principles

Personal information is collected from individuals in order that Holistic Education College can carry out its business functions. Holistic Education College only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Holistic Education College complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states in which the RTO operates.

This means Holistic Education College ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Holistic Education College if you consider that your personal information has been mishandled.

2. Collection of information

In general personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal details
- contact details
- employment information where relevant
- academic history
- statistical information about your prior education, schooling, reasons for enrolling,
- training, participation and assessment information
- fee and payment information

3. Storage and use of information

Holistic Education College will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes.
4. Disclosure of information

The personal information about students enrolled in a Course with Holistic Education College may be shared with the Australian Government and designated authorities, such as ASQA (the RTO’s registering body), and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Holistic Education College will not disclose an individual’s personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- Holistic Education College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

5. Access to records

Individuals have the right to access or obtain a copy of the information that Holistic Education College holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that Holistic Education College holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

6. Correction to records

If an individual considers the records that Holistic Education College holds about them to be incorrect, incomplete, out of date or misleading, they can make a request in writing that the information be amended.

7. Complaints

Any individual wishing to make a complaint or appeal about the way information has been handled within Holistic Education College can do so by following Holistic Education College’s Complaints and Appeals Policy and Procedure.
Procedures

1. Access to Records

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
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</thead>
<tbody>
<tr>
<td>A. Request to access records</td>
<td>Course Administrator</td>
</tr>
</tbody>
</table>

- Individuals may request to access their records by using the Request to Access Records Form. Written requests should be sent to the head office.
- Requests may be from past or current students or other individuals. It may be to access records held in a file about a student, or access to a previously issued AQF certification document – refer to the AQF Certification Policy & Procedure.
- Upon receiving a completed form, confirm the request is valid and has been made by the individual to which the records relate – check identification documents.
- Arrangements for provision of records should be made as suitable – mailing copies, providing a time for records to be viewed etc.
- Arrangements should be made verbally and confirmed in writing within 10 days of receiving the request.
- Where records are to be mailed, they should only be mailed to the address that is held on file for that individual, unless alternate change of address information is provided along with proof of identity – such as a driver’s license or utility bill.
- Where records are to be shown to an individual, the student must produce photo ID prior and this should be matched to the records held on file about the individual to confirm they are only viewing their own records.
- Keep a note on how the records were accessed on the individuals file.

2. Amendment to Records

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Request for records to be amended</td>
<td>Course Administrator</td>
</tr>
</tbody>
</table>

- Where an individual requests incorrect records held about them be corrected, they may do so by filing in an Amendment to Records Request Form.
- If it is a change of address or contact details of a current student, they can use the Change of Details Form.
- Upon receipt of a request form, review the records held. If the request is valid and records are incorrect, update record/s accordingly.
- Do not update record/s if they are found to be correct already.
- Advise the individual accordingly of the actions taken.
FEES, CHARGES AND REFUNDS

COURSE / TUITION FEES
Non-refundable administration fee of $700 is payable on enrolment in HLT52015 Diploma Of Remedial Massage
Further tuition fee is $13500 (including $700 non-refundable application/enrolment fee).
Outstanding balance/s may be made in fortnightly or monthly instalments (as per your Student Acknowledgement form selected option agreement). There is no interest charged or applicable on payments made by instalments.

REFUNDS
The administration/enrolment fee of $700 is non-refundable.
Should, however, HEC cancel any course prior to commencement participants are entitled to a full refund (including administration/enrolment fee).
Or there is an option to choose to transfer of funds to a future HEC course.
No refund is available to participants who leave before finalising their subject course unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis. The decision to refund or not, will be made by the College Director or General Manager on a case-by-case basis.

Should participants wish to finalise incomplete modules in a future course, the original fee payment may be used as credit towards that course within twelve months of the initial payment.

All monies received are placed in a HEC bank account to be accessed on commencement of each course as required. A relevant proportion of fees for the course will remain in that account until the course is completed; to ensure pro-rata refunds are available if required.

EXCEPTIONAL CIRCUMSTANCES

Any refunds made due to exceptional circumstances will be at the discretion of the Director.
Applications must be made in writing to the Director giving details for the request.

COMPLAINTS FEES AND REFUNDS

Students are entitled to access the Complaints process should they be dissatisfied about Holistic Education College decisions relating to fees, refunds or other matters.

This information is available on the website and in the Handbook. Students are advised that the agreement and the availability of complaints process does not remove the right of the student to take action under consumer protection law.
### ADDITIONAL FEES AND CHARGES (if required)

Holistic Education College has the following of additional charges:

<table>
<thead>
<tr>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Re-assessment</strong></td>
<td>$200</td>
</tr>
<tr>
<td>All course fees include up to two (2) attempts at assessment per task. If after the third attempt, additional training and assessment will be required, $200 fee extra per unit required to be re-assessed will be incurred.</td>
<td></td>
</tr>
<tr>
<td><strong>Re-issuing of testamur and statements of results</strong></td>
<td>$60</td>
</tr>
<tr>
<td>All course fees include the cost for issuing of one copy of the AQF qualification (testamur) and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.</td>
<td></td>
</tr>
<tr>
<td><strong>Recognition of Prior Learning Fees</strong></td>
<td>$500</td>
</tr>
<tr>
<td>Application Fee – non-refundable</td>
<td>$300</td>
</tr>
<tr>
<td>Charge per unit of competency assessed through RPL</td>
<td></td>
</tr>
<tr>
<td>Supervised massage delivery / demonstration</td>
<td>up to $3000</td>
</tr>
</tbody>
</table>
COMPLAINTS AND APPEALS

Purpose
The purpose of this policy and procedure is to outline Holistic Education College’s approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensures compliance with Standard 6 of the Standards, as well as compliance with the of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, Standard 8.

Definitions
ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO’s registering body
Appeal means a request for a decision made by Holistic Education College to be reviewed
DET means Department of Education and Training
Complaint means a person’s formal expression of dissatisfaction with any product or service provided by Holistic Education College.
PRISMS means Provider Registration and International Students Management System
Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support
Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Policy
1. Holistic Education College responds to all allegations involving the conduct of:
   • The RTO, its trainers and assessors and other staff.
   • Any third party providing Services on behalf of Holistic Education College.
   • Any student or client of Holistic Education College.

2. Complaints may be made in relation to any of HEC’s services and activities such as:
   • the application and enrolment process
   • marketing information
   • the quality of training and assessment provided
training and assessment matters, including student progress, student support and assessment requirements

the way someone has been treated

the actions of another student

3. Appeals should be made to request that a decision made by Holistic Education College is reviewed. Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by Holistic Education College

4. Holistic Education College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Holistic Education College ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

5. Holistic Education College will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register.

6. Nothing in this policy and procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s rights to pursue other legal remedies.

Making a complaint of appeal

7. Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

8. Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Holistic Education College’s head office at 61 Mangifera Close. Samford Qld 4520 attention to the Chief Executive Officer.

Your complaint or appeal will be acknowledged in writing.

When making a complaint or appeal, provide as much information as possible to enable Holistic Education College to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

9. Relevant members of the management team of Holistic Education College will be involved in resolving complaints and appeals as outlined in the procedures.
10. Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal. Additionally, where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

11. Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.

12. The enrolment status of student will be handled as follows:

- For domestic students that choose to access this policy and procedure, Holistic Education College will maintain the student’s enrolment while the complaints and appeals process is ongoing.
- In the case of an external appeals process it will depend on the type of appeal as to whether Holistic Education College maintains the student’s enrolment as follows:
  - If the appeal is against Holistic Education College’s decision to report the student for unsatisfactory course progress or attendance, the student’s enrolment will be maintained until the external process is completed and has supported or not supported Holistic Education College’s decision to report.
  - If the appeal is against Holistic Education College’s decision to defer, suspend or cancel a student’s enrolment due to misbehaviour, Holistic Education College will notify DET via PRISMS of a change to the student’s enrolment after the outcome of the internal appeals process.

Independent Parties

13. Holistic Education College acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Holistic Education College.

- For domestic students, the independent party recommended by Holistic Education College is Ombudsman (note this can’t be ASQA), however complainants and appellants are able to use their own external party at their own cost.
- Holistic Education College will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

External complaint avenues

14. Complaints can also be made via the following avenues:

- National Complaints Hotline:
  The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:
    - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
• Email: skilling@education.gov.au
For more information about the National Complaints Hotline, refer to the following webpage: http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#

- Australian Skills Quality Authority (ASQA):
Complainants may also complain to Holistic Education College’s RTO’s registering body: Australian Skills Quality Authority (ASQA).
However, ASQA’s will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information, refer to the following webpage: http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html

### Procedure

#### 1. Complaints

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>C. Receive and acknowledge complaint</strong></td>
<td>CEO&lt;br&gt;Compliance Manager&lt;br&gt;Training Manager</td>
</tr>
<tr>
<td>- As per policy, complaints are to be made in writing by the complainant, attention to the CEO.</td>
<td></td>
</tr>
<tr>
<td>- The CEO should review all complaints upon receipt.</td>
<td></td>
</tr>
<tr>
<td>- Acknowledge receipt of complaint in writing by sending a letter to complainant within 3 working days of receipt. Use Complaint/Appeal Acknowledgement Letter.</td>
<td></td>
</tr>
<tr>
<td>- Record details of the complaint on the Complaints and Appeals Register.</td>
<td></td>
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<tr>
<td>- Commence process of investigation within 10 days of receiving the complaint.</td>
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</tbody>
</table>

- **D. Investigate the complaint**
- Upon receiving the complaint, the matter is to be investigated to ensure all relevant information is available and it is accurate and complete.
- Further details from the complainant, respondent or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. Where the meeting is face to face, the complainant may be accompanied by a support person.
- If the matter is in relation to a third party delivering Services on behalf of the RTO, the third party should be involved in the resolution of the complaint.
- The CEO will review the information and decide on an appropriate response. Where deemed necessary by the CEO, the matter may be reviewed by other members of the management team to arrive at an appropriate resolution.
- Note: The complaint must be completely resolved within 60 calendar days of receipt of the original complaint. If the matter is particularly
<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>complex and it is going to take longer to resolve, the complainant is to be advised in writing along with reasons for the extra time. They must be provided with updates on progress on a weekly basis thereafter until the matter is resolved.</td>
<td>CEO or their delegate</td>
</tr>
<tr>
<td>E. Advise of the outcome and update records</td>
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<tr>
<td>• Provide a written response to the complainant outlining:</td>
<td></td>
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<tr>
<td>– The RTO’s understanding of the complaint</td>
<td></td>
</tr>
<tr>
<td>– The steps taken to investigate and resolve the complaint</td>
<td></td>
</tr>
<tr>
<td>– Decisions made about resolution, with reasons for the decisions made</td>
<td></td>
</tr>
<tr>
<td>– Areas that have been identified as possible causes of the complaint and improvements to be recommended</td>
<td></td>
</tr>
<tr>
<td>– Their right to access the appeals process if they are not satisfied with the outcome of the complaints process.</td>
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</tr>
<tr>
<td>• Update the Complaints and Appeals Register so it includes the outcome of the complaint.</td>
<td></td>
</tr>
<tr>
<td>• Update the Continuous Improvement Register if applicable for any improvements to be made as an outcome.</td>
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<tr>
<td>• Keep a copy of the complaint and supporting documents in the Complaints file and in the student or staff file (where relevant).</td>
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<tr>
<td>• Discuss the complaint and its outcome at the next management meeting.</td>
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<tr>
<td>2. Appeals</td>
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<tr>
<td>Procedure</td>
<td>Responsibility</td>
</tr>
<tr>
<td>F. Receive and acknowledge appeal</td>
<td>CEO or delegate</td>
</tr>
<tr>
<td>• As per policy, appeals are to be made in writing by the appellant, attention to the CEO.</td>
<td></td>
</tr>
<tr>
<td>• The CEO should review all appeals upon receipt.</td>
<td></td>
</tr>
<tr>
<td>• Acknowledge receipt of appeal in writing by sending a letter to appellant within 3 working days of receipt. Use Complaint/Appeal Acknowledgement Letter.</td>
<td></td>
</tr>
<tr>
<td>• Record details of appeal on the Complaints and Appeals Register.</td>
<td></td>
</tr>
<tr>
<td>G. Respond to assessment appeals</td>
<td>CEO, Training Manager or their delegate</td>
</tr>
<tr>
<td>• In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor independent of the original decision, mark the assessment task again.</td>
<td></td>
</tr>
<tr>
<td>• The assessment decision made during the appeals process will be considered the actual assessment outcome for the task.</td>
<td></td>
</tr>
<tr>
<td>• Advise the student of the outcome of the appeal as per point G below.</td>
<td></td>
</tr>
<tr>
<td>H. Respond to appeals against non-academic decisions</td>
<td>CEO/Management team</td>
</tr>
<tr>
<td>• Upon receiving the appeal, the matter is to be investigated to identify the original decision made and the reasons for the decision.</td>
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</tr>
<tr>
<td>Procedure</td>
<td>Responsibility</td>
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<td>---------------------------------------------------------------------------</td>
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<tr>
<td>• Further details from the appellant, respondent, the person who made</td>
<td></td>
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<tr>
<td>the original decision, or other involved parties may be requested during</td>
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<tr>
<td>this stage. This may be in writing, over the phone, or face-to-face.</td>
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</tr>
<tr>
<td>• If the matter is in relation to a third party delivering Services on</td>
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<tr>
<td>behalf of the RTO, the third party should be involved in the resolution of</td>
<td></td>
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<tr>
<td>the appeal.</td>
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<tr>
<td>• The appellant may request for an independent party (mediator) to be</td>
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<tr>
<td>involved in the process. Where this is requested by the appellant, they</td>
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<tr>
<td>will bear the costs associated. Additionally, Holistic Education College</td>
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<td>may decide to call upon an independent mediator to assist to resolve the</td>
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<td>issue where a decision cannot be reached internally. This will be at</td>
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<tr>
<td>Holistic Education College’s cost.</td>
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<td>• Holistic Education College’s CEO/Management Team will review all</td>
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<td>relevant information and decide on an appropriate response.</td>
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<td>• Note: The appeal must be resolved within 60 calendar days of receipt</td>
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<td>of the original appeal. If the matter is particularly complex and it is</td>
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<tr>
<td>going to take longer to resolve, the appellant must be advised in writing</td>
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<td>along with reasons for the extra time. They must be provided with</td>
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<tr>
<td>progress updates on a weekly basis thereafter until the matter is</td>
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<tr>
<td>resolved.</td>
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</tbody>
</table>

I. Advise appellant of the outcome and update records

• Provide a written response to the appellant outlining:
  − The RTO’s understanding of the reasons for the appeal
  − The steps taken to investigate and resolve the appeal
  − Decisions made about resolution and reasons for the decisions
  − If relevant, areas that have been identified as possible causes of the appeal and improvements to be recommended
  − Their right to, and information on, the external appeals process.
  − For international students, the effect on their enrolment status (see enrolment status in policy – 10)

• Update the Complaints and Appeals Register so it includes the outcome of the appeal.

• Update the Continuous Improvement Register if applicable for any improvements to be made as an outcome.

• Keep a copy of the appeal and supporting documents in the Complaints file and in the student or staff file (where relevant).

• Discuss the appeal and its outcome at the next management meeting.

3. Independent Reviews by External Party
### Procedure

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
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</thead>
<tbody>
<tr>
<td>J. <strong>External complaint or appeal</strong>&lt;br&gt;  • If dissatisfied with the internal processes, the complainant/appellant may initiate an external complaint or appeal.  • Additionally, a complainant or appellant who has been through the internal processes may request Holistic Education College to appoint an independent party to review the matter.  • For domestic students, the independent party used is the Ombudsman, however complainants and appellants are able to seek their own external parties at their own cost.  • For international students, the independent party is the Overseas Students Ombudsman.  • Holistic Education College will co-operate fully in the process of the external party to investigate and review the matter. This will include and not be limited to providing full access to the relevant student file/s and the internal complaints records where permitted to do so by law. All staff will be instructed to cooperate in such instances and to give an accurate account of the events as they understand them.  • Where the decision of the external party supports Holistic Education College, Holistic Education College will notify DET via PRISMS of the change in enrolment status.</td>
<td>RTO staff (most relevant)</td>
</tr>
</tbody>
</table>

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### Issuing of Certification Documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Holistic Education College reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Holistic Education College is not permitted to do so by law.

Holistic Education College must have a valid USI on file for the student for a qualification or Statement to be issued.

**Re-Issuing Statements and Qualifications**

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

**Student Forms**

The available forms below may be downloaded for your convenience.
- Enrolment Application
- Student Acknowledgement Form

We welcome your contact with our friendly professional staff with any enquiries, if we can help you with enrolment or any assistance required.

HEC Course Administrator
P: 1300 686 180
E: brisbane@hec.edu.au