HOLISTIC EDUCATION COLLEGE

International Student Handbook
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WELCOME TO HOLISTIC EDUCATION COLLEGE

YOUR PATHWAY TO EXPERT COMPREHENSIVE REMEDIAL MASSAGE TRAINING

This Handbook for HEC International students, provides you with all the information you need to know about applying for a course, your visa and arrival in Australia, including essential information such as working and living in Australia.

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.

HEC is centrally located at Level 8 97 Creek St Brisbane in the heart of the CBD close to public transport, including bus, train and ferry:

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

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Holistic Education College RTO ID 2857 CRICOS 03193F
P: 1300 686 180
International_Student_Handbook_V5_4 November2016
Living and Studying in Australia Information
You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Brisbane.

This first section of the Handbook provides you with information about the courses we offer, how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

About Holistic Education College (HEC)

Studying Through Holistic Education College

As a Nationally accredited Registered Training Organisation, (RTO), HEC is the preferred specialist provider of nationally recognized massage programs.

Partnering with Chi-Link Brisbane to deliver and assess our HLT52015 Diploma of Remedial Massage on HEC’s behalf, we keep our classes to no more than fourteen (14) participants and pride ourselves on exceptional personalised student service.

Our joint commitment is to help each and every student achieve his or her 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.

With some 20 years continuing expertise in delivering Remedial massage in our professional network of Holistic Health Centre remedial massage clinics, HEC stays consistently abreast of important changes within the massage industry, competency and VET sector compliance requirements including potential employer priorities and needs. Through this unique and on-going opportunity to stand out in our massage expertise in our clinics and with our demonstrated commitment to regular networking with key industry groups including peak Industry Associations and ASQA our National regulator, we ensure we keep our students interests in the forefront while delivering seamless and professional learning experience.

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

HEC / Chi-Link has well-equipped training facilities comprising of lecture rooms, interactive learning facilities, library, student clinic and student breakout areas.

YOUR SUCCESS IS OUR KEY MOTIVATOR!

This Handbook will provide you with all the information you need to know to study through HEC. If you do have any questions whatsoever, please ask….We want to talk with you!
OUR OBLIGATION AS YOUR REGISTERED TRAINING ORGANISATION (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 are part of the VET Quality Framework including the Education Services for Overseas Students Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must 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 your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents 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 on in this Handbook.

Courses Provided by HEC (Delivered & assessed by Chi-Link Brisbane on behalf of HEC)

HEC together with Chi-Link Brisbane offers the following specialized, comprehensive Diploma qualification:

**HLT52015 Diploma of Remedial Massage**

Diploma of Remedial Massage qualification is nationally recognised and government accredited. This qualification has been certified as the leading massage qualification with opportunity of articulation of some units of competency to higher education studies and qualification.

This qualification does not require prior pre-requisite/s HLT40307/40312/42015 Certificate IV In Massage Therapy Practice.

HLT52015 Diploma of Remedial Massage is offered as a full-time comprehensive massage study program, including the learning of a variety of massage modalities, including basic Swedish to comprehensive learning’s of Remedial, Sports, Deep Tissue, Shiatsu, Lymphatic and Reflexology.

Delivered with face-to-face practical lessons of a minimum of 20 hours per week for 52 weeks.

All enrolled students will be fully supported by our friendly, professional & highly experienced trainers during all study, including regular student clinics and home study.

Commencing: Quarterly intakes

Duration: 1 year (52 weeks including four-weeks leave and Public Holidays)

Pre-requisite/s:
- IELTS or equivalent of minimum 5.5 in reading writing and comprehension
- Must be 18 years of age or more at date of course enrolled commencement
- No minimum study achievement required
On graduation you will be a confident knowledgeable Remedial massage therapist with the tools and skills to assess your clients’ needs and deliver the best possible massage treatment and targeted related advice / home care.

### HLT52015 DIPLOMA OF REMEDIAL MASSAGE UNITS OF COMPETENCY

**Holistic Education College**

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<tr>
<th>CODE</th>
<th>TITLE</th>
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<tr>
<td>HLTMSG001</td>
<td>Develop Massage Practice</td>
<td>Core</td>
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<tr>
<td>HLTINFO04</td>
<td>Manage the control of infection</td>
<td>Core</td>
</tr>
<tr>
<td>HLTWHS004</td>
<td>Maintain an effective health work environment</td>
<td>Core</td>
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<tr>
<td>HLTAID003</td>
<td>Provide first Aid (EXTERNAL-RCC)</td>
<td>Core</td>
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<tr>
<td>HLTAAP003</td>
<td>Analyse &amp; respond to client health information</td>
<td>Core</td>
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<tr>
<td>CHCLEG003</td>
<td>Manage legal &amp; ethical compliance</td>
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<td>CHCDIV001</td>
<td>Work with diverse people</td>
<td>Core</td>
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<tr>
<td>HLTMSG002</td>
<td>Assess client massage needs</td>
<td>Core</td>
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<tr>
<td>HLTMSG003</td>
<td>Perform remedial massage musculoskeletal assessments</td>
<td>Core</td>
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<tr>
<td>HLTMSG004</td>
<td>Provide massage treatments</td>
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<td>CHCCOM006</td>
<td>Establish &amp; manage client relationships</td>
<td>Core</td>
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<tr>
<td>HLTMSG005</td>
<td>Provide remedial massage treatments</td>
<td>Core</td>
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<tr>
<td>HLTMSG006</td>
<td>Adapt remedial massage to meet specific needs</td>
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<tr>
<td>HLTMSG007</td>
<td>Lead effective Workplace relations</td>
<td>Elective</td>
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<td>HLTMSG008</td>
<td>Monitor &amp; evaluate remedial massage treatments</td>
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<tr>
<td>HLTREF002</td>
<td>Provide reflexology for relaxation</td>
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<td>HLTAO001</td>
<td>Develop Aromatherapy Practice</td>
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<td>CHCPRP003</td>
<td>Reflect on &amp; Improve own professional practice</td>
<td>Core</td>
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<td>CHCPRP005</td>
<td>Engage with Health Professionals &amp; the Health system</td>
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<tr>
<td>BSBMED303</td>
<td>Maintain Patient Records</td>
<td>Elective</td>
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Employment options for graduates of include:

Remedial massage in massage clinic, remedial sports therapies, aged care facility, aged care in-home therapy, home-based therapist, hospital therapy, partnering with other health practitioners & providers, including osteopaths, physiotherapists, chiropractors, GPs, specialists in professional remedial massage assessment and treatment.

With many more options and opportunities in our ever-growing Industry....

Call 1300 686 180 for more information or assistance

Important Information and Emergency Contacts

Emergency Telephone Numbers:
Police, Fire, Ambulance – Dial 000

For all enquiries relating to studying, your visa and living in Australia as a student contact:

Department of Immigration and Border Protection (DIBP)
Opening Hours: Monday to Friday 8.30am to 4.30pm to 4pm
P: 131 881
W: www.immi.gov.au

Medical centres
Travellers Medical Service, specialising in International Students with Japanese, Korean and German speaking doctors:

Level 1, 245 Albert Street, Brisbane City
Phone: (07) 3211 3611

Level 5, 247 Adelaide Street, Brisbane City
Phone: (07) 3221 9066

Support groups
Brisbane is a cosmopolitan, multicultural city, with many clubs and organisations for people of different cultures. If you need help, or if you just want to meet people of your own or other cultures, some contacts you may find helpful include:

- The Multicultural Development Association Inc. (MDA) - has multilingual staff to offer advice and help when you first arrive in Brisbane. The MDA can also refer you to other organisations.
P: (07) 3337 5400 E: mailbox@mdabne.org.au
Office: Dibley Street, Woolloongabba, Queensland 4120
Getting around – Public Transport
You can get around Brisbane by ferry, car, bus, train or bicycle. Brisbane offers well-serviced public transport network including taxi, train, bus and ferry.
As a full-time student in Australia, you may be entitled to travel concession on train, bus and ferry.
For more information on using public transport in Brisbane go to http://translink.com.au/

Travel costs
International Students need to take account of costs associated with travelling to Australia if they are outside Australia when their application is made, and of returning to their home country at the end of their stay.

For further information on living in Australia please visit the Study in Australia website: http://studyinaustralia.gov.au

Admissions 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 but 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 Application for Enrolment Form. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

English language competence can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English speaking country.
- You have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- You have successfully completed HEC’s English Placement Test.
- You have successfully completed your High School in the English Language.

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Handbook on Course Credit.
Once you have completed your Application for Enrolment form and gathered all the necessary documentary evidence, send it to Holistic Education College / Chi - Link, Level 8 97 Creek St Brisbane Queensland 4000 Australia, together with your non-refundable application fee of $700. You will be contacted within seven (7) working days with the outcome of your application and to confirm your details.

On approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, including required evidence of your Overseas Student Health Cover (OSHC – refer Page 16 of this Handbook) and payment of fees.

**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 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: [http://www.usi.gov.au/Students/Pages/default.aspx](http://www.usi.gov.au/Students/Pages/default.aspx)

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

**Visas**

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:


This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application, or Holistic Education College has a range of education agents who can assist you with the process of applying for a course to arrival at Holistic Education College and including assistance with visas. Contact us for details of migration and/or education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

**Visa Conditions**

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

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

**Arranging Travel and Documents to Bring**

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in New Farm, Brisbane at least 2 weeks before your course orientation to give you time to settle in.

Brisbane International Airport is some 10 kilometres from Brisbane CBD. You can easily get to Brisbane CBD by train from the International airport terminal with taxis and buses also available.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (eCoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Holistic Education College at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

**ENTRY INTO AUSTRALIA**

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any
quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

**ARRIVING IN AUSTRALIA**

**Keeping in contact**

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

**Arranging your finances**

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven’t you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Brisbane Australia you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.


**ACCOMMODATION**

**Arranging accommodation**

International Students may live with their family or relatives, use home stay accommodation, reside in a hostel or guesthouse, or rent a place of their own or with others. Accommodation costs vary from suburb to suburb and according to size and quality.

Homestay offers you the chance to live with an Australian family, either for a few weeks or for the length of your stay in Brisbane. All Homestay accommodation is inspected for quality of service and amenities. The advantage for you is that you can move into an established home with all your basic needs (meals, furniture, bedding and amenities bills) taken care of by the host family. Most homes are within walking distance of public transport or the family will arrange for you to be taken to transport. Living with a family will also give you a chance to practise your English conversations skills.


As a general guide, home stay accommodation costs from A$220 - A$270 per week. Accommodation in a hostel or guesthouse costs from $80 to $145 per week. Rental rates may range from A$70 to A$250 per week for shared accommodation and A$100 to A$400 for sole occupancy. Those renting will need to allow for
a rental bond equivalent to 4 to 6 weeks rent. Utilities such as telephone, electricity, gas and water will cost approximately A$40-60 per week plus connection fees.  

For further information visit: https://www.studyinaustralia.gov.au

Cost of living

An average International Student in Australia will spend about A$360-$420 a week (A$18,720-$21,840 p.a.) to cover the cost of accommodation, transportation, food and entertainment, although this figure will depend very much on lifestyle choices.

International Students should add an additional 35% if they have a spouse, 20% if they have at least one child and a further 15% for each additional child.

International Students are permitted to work a maximum of 20 hours per week during any term of study (but can work full-time during holidays).  

For further information visit: https://www.studyinaustralia.gov.au

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children less than 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Where you have dependent children required to attend childcare, the following includes available options:

Centre-based childcare - Family day care - Nannies (child-care in your home) - Au pairs (living in your home)

To find out more contact:
Australian Childcare Alliance Queensland

P: 07 3808 2366  
E: qld@childcarealliance.org.au  
W: qld.childcarealliance.org.au

For school age children, to find out more about application processes and costs go to:

Education Queensland  
W: education.qld.gov.au

You should also be aware that costs for childcare and schooling are in addition to living costs that currently estimated as:

- AUD$18,610 a year for the main student;
- AUD$6,515 a year for the student's partner;
- AUD$3,720 a year for the student's first child; and
- AUD$2,790 a year for every other child and where required.

Obligations regarding school-aged dependants

It is a visa requirement that International Students with school-aged children enrol them in school. International Students should be aware that in most circumstances they would be
Required to pay full fees for any of their school-aged dependents who accompany them and who are enrolled in either a government or non-government school in Australia. ($10,000-$15,000) School fees may vary and need to be checked with the individual school.
For further information visit: www.eqi.com.au

**HEALTH**

**Emergencies**

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

**Fire**

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

**Ambulance**

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

**Medical assistance**

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centre’s. Public and private hospitals are listed in the White Pages telephone directory under ‘Hospitals’ and you can also find them by searching on the Internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

**Overseas Student Health Cover**

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Border Protection (Citizenship) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
Your OSHC will help you pay for any medical or hospital care you may need while you’re studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

WORKING IN AUSTRALIA

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Immigration and Border Protection (DIBP).

Visit the following website to find out more about working in Australia, including how to find a job.


LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don’t have to rely on such work to meet all their expenses.

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- AUD$18,610 a year for the main student;
- AUD$6,515 a year for the student’s partner;
- AUD$3,720 a year for the student’s first child; and
- AUD$2,790 a year for every other child and where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.
Budgeting

Once you’ve settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

Shopping

All Australian major town centre’s and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Below is a list of average costs for everyday grocery products in Australia:

- loaf of bread – AUD$2.50 to AUD$3.00;
- two litres of milk – AUD$2.20 to AUD$2.90;
- newspaper – AUD$1.50 to AUD$3.00;
- box of breakfast cereal – AUD$3.00 to AUD$4.00;
- jar of instant coffee – AUD$3.00 to AUD$4.00;
- bottle of soft drink – AUD$1.50 to AUD$3.00;
- bottle of shampoo – AUD$2.50 to AUD$4.50;
- bar of soap – AUD$1.50 to AUD$2.50;
- one apple – 50 cents to 80 cents;
- one banana – 60 cents to 90 cents;
- beef (500 grams) – AUD$7.00 to AUD$8.00; and
- chicken (600 grams) – AUD$7.00 to AUD$8.00

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, and place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

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 AUD$12,800.
Arrangements may be made for payments by instalments. (as per your Student Acknowledgement form option commitment)
There is no interest charged or applicable on payments made by instalments.

REFUNDS
The administration fee of $700 payable on lodgement of enrolment application is non-refundable.
Should, however, HEC cancel any course prior to commencement, participants are entitled to a full refund (including the administration fee). In this case 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 $700 administration fee is not refundable in these cases). 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 do not remove the right of the student to take action under consumer protection law.

1. ADDITIONAL FEES AND CHARGES (If required)
Holistic Education College has the following of additional charges:

<table>
<thead>
<tr>
<th>Re-assessment</th>
<th>$200</th>
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</thead>
<tbody>
<tr>
<td>All course fees include up to two (2) attempts at assessment per task. If after the third</td>
<td></td>
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</tbody>
</table>
attempt, additional training and assessment will be required, $200 fee extra per unit required to be re-assessed will be incurred.

<table>
<thead>
<tr>
<th>Re-issuing of testamur and statements of results</th>
<th>$60</th>
</tr>
</thead>
<tbody>
<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>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recognition of Prior Learning Fees</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Fee – non-refundable</td>
<td>$700</td>
</tr>
<tr>
<td>Charge per unit of competency assessed through RPL</td>
<td>$300</td>
</tr>
<tr>
<td>Supervision for Practical Massage demonstration / assessment if required</td>
<td>up to $3000</td>
</tr>
</tbody>
</table>

**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 can 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. Alternatively - you may wish to insert details here regarding the application fee and any other fees and charges involved in RPL (or not if these vary from course to course).

For more information about submitting an application for RPL, contact the head office.

**ASSESSMENT**

**Your Course and Assessment**

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 such as communication or health and safety or qualification specific skills such as insert example

Our course outlines include the details of how we deliver the training to you; for example, classroom based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

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:
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 resubmission.

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.

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**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, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action, which is likely to require you to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of your enrolment, which may affect your visa.

**STUDENT ORIENTATION AND SUPPORT SERVICES**

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their phone and email contact details.
- Receiving English language support.
- Study skills centre/study clubs.
- Review of learning materials with the student and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Tutorial support assistance.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
• Computer and technology support.
• Referral to external support services.

HEC International Student Support:
E: brisbane@hec.edu.au
Contact us at any time on 1300 686 180 to discuss your support needs.

WELFARE SERVICES
We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.
Contact us at 1300 686 180 for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES
Reading and Writing Hotline
Telephone: 1300 655 506 Website: http://www.literacyline.edu.au/index.html
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.

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 counseling, you can call about anything that might be troubling you.

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.
MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Holistic Education College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you continue not to meet satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DIBP for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Holistic Education College decision to report you to DIBP. However, an appeal will only be considered if Holistic Education College has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- A traumatic experience that has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports; or
- Where Holistic Education College is unable to offer a pre-requisite unit;
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa;
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DIBP. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.
In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

DEFERRAL, SUSPENSION AND CANCELLATION POLICY

Deferral and Suspension of Studies

- Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.
- When determining whether compassionate or compelling circumstances exist, Holistic Education College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact Holistic Education College because of a circumstance such as being involved in a car accident.
- Where a student initiated deferral or suspension of enrolment is granted, Holistic Education College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student’s application will be re-assessed. If the suspension period has expired and the student does not return, the student’s enrolment will be cancelled.

Cancellation of Studies

- Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Holistic Education College Course Transfer Policy and Procedure.
- Holistic Education College may also initiate suspension or cancellation of a student’s enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the International Student Handbook describes the unacceptable behaviour by students, including willful destruction of HEC property, plagiarism, collusion and cheating.
- Cancellation of the student’s enrolment due to unsatisfactory course progress or attendance will be handled as per Holistic Education College Course Progress and Attendance Monitoring Policy and Procedures.

Visa Status

- Deferment, suspension or cancellation of a student’s visa may affect the student’s visa. When a student’s enrolment is deferred, suspended or cancelled, Holistic Education College will notify DET via PRISMS of the change in enrolment status.
- Where a student accesses the Complaints and Appeals process, Holistic Education College will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.
- Students are referred to the DIBP web site (http://www.immi.gov.au/) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.
Once the DET has been notified of a suspension or cancellation of a student’s enrolment, the student has 28 days in which to leave Australia or show the DIBP a new CoE or provide DIBP with evidence that he or she has accessed an external appeals process.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Holistic Education College, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where Holistic Education College initiates the suspension or cancellation of a student’s enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Holistic Education College’s Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression of psychological issues which lead the provider to fear for the student’s well being; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

Students may choose to access an external appeals process as per Holistic Education College’s Complaints and Appeals Policy and Procedure. In the case of an external appeal, Holistic Education College is not required to wait for the outcome of the external appeal before notifying DIBP of the change to the student’s enrolment status.

In relation to suspension, Holistic Education College will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

Holistic Education College provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation.

Student may access all relevant forms for deferral or suspension through Holistic Education College web site or by direct request through Course Administrator.

Standards of behaviour required are outlined in the International Student Handbook.

Appropriate records of the assessment of the student’s application for deferment, suspension or cancellation will be kept on the student’s file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

Change in visa status

Deferment, suspension or cancellation of a student’s visa may affect the student’s visa. When a student’s enrolment is deferred, suspended or cancelled, Holistic Education College will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DIBP web site (http://www.immi.gov.au/) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Holistic Education College, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Holistic Education College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.
If a student’s enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DIBP via the DIBP helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Holistic Education College will always use its professional judgment to assess each student’s case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student’s enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student’s visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

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 and phone.

**STUDENT CODE OF CONDUCT**

**Student Rights**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment that is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Holistic Education College holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Holistic Education College on the client services, training, assessment and support services they receive.

**Student Responsibilities**

All students, throughout their training and involvement with, Holistic Education College, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
• Treat all others and their property with respect.
• Respect the opinions and backgrounds of others.
• Follow all safety policies and procedures as directed by staff.
• Report any perceived safety risks, as they become known.
• Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
• Notify us if any of their personal or contact details change.
• Provide relevant and accurate information to Holistic Education College in a timely manner.
• Approach their course with due personal commitment and integrity.
• Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
• Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
• Make regular contact with their Trainer/Assessor.
• Prepare appropriately for all assessment tasks, visits and training sessions.
• Notify Holistic Education College if any difficulties arise as part of their involvement in the program.
• Notify Holistic Education College if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
• Make payments for their training within agreed timeframes, where relevant.
• For international students comply with their student visa requirements under the ESOS Act.

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 that 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 behaviours 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.

LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.
**Education Services for Overseas Students**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:


If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

**Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, Holistic Education College must provide a safe environment for 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 be 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 washbasins clean and tidy, etc.

**Harassment, victimisation or bullying**

Holistic Education College 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 behavior 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 that is 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.

**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.

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• 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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<tbody>
<tr>
<td>a. Request to access records</td>
<td>Course Administrator</td>
</tr>
<tr>
<td>• Individuals may request to access their records by using the Request to Access Records Form. Written requests should be sent to the head office</td>
<td></td>
</tr>
<tr>
<td>• 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 &amp; Procedure.</td>
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<tr>
<td>• Upon receiving a completed form, confirm the request is valid and has been made by the individual to whom the records relate – check identification documents.</td>
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<tr>
<td>• Arrangements for provision of records should be made as suitable – mailing copies, providing a time for records to be viewed etc.</td>
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</tr>
<tr>
<td>• Arrangements should be made verbally and confirmed in writing within 10 days of receiving the request.</td>
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<tr>
<td>• 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</td>
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<tr>
<td>Procedure</td>
<td>Responsibility</td>
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<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

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>
<tr>
<td>• Where individual requests incorrect records held about them are 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</td>
<td></td>
</tr>
</tbody>
</table>

**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.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a Holistic Education College staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

• making copies of documents held in a file;
• giving access to the student to review their file;
• providing a copy of an up-to-date Statement of Attainment; or
• other means necessary to grant access to current and up-to-date records.

2. 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.

COMPLAINTS AND APPEALS POLICY

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.
• Can 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 Court 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 (HEC) acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by any complainant or appellant and where internal processes have failed to resolve the matter. Costs associated with independent reviews must be covered by the complainant unless the decision to include an independent party was made by HEC.
   - For domestic students, the independent party recommended by HEC is Ombudsman (note this can’t be ASQA), however complainants and appellants are able to use their own external party at their own cost.
   - HEC will be fully cooperative 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 to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. You may 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>
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</table>
| a. Receive and acknowledge complaint | CEO
| • As per policy, complaints are to be made in writing by the complainant, attention to the CEO. | Compliance Manager
| • The CEO should review all complaints upon receipt. | Training Manager
| • Acknowledge receipt of complaint in writing by sending a letter to the complainant within 3 working days of receipt. Use Complaint/Appeal Acknowledgement Letter. | |
| • Record details of the complaint on the Complaints and Appeals Register. | |
| • Commence process of investigation within 10 days of receiving the complaint. | |

b. Investigate the complaint | CEO
<p>| • 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 complex | |</p>
<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>c. Advise of the outcome and update records</td>
<td></td>
</tr>
<tr>
<td>Provide a written response to the complainant outlining:</td>
<td></td>
</tr>
<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>
<td></td>
</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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</tbody>
</table>

2. Appeals

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Responsibility</th>
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</thead>
<tbody>
<tr>
<td>d. 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>
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</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>e. 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>
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<tr>
<td>• The assessment decision made during the appeals process will be considered the actual assessment outcome for the task.</td>
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</tr>
<tr>
<td>• Advise the student of the outcome of the appeal as per point G below.</td>
<td></td>
</tr>
<tr>
<td>f. 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</td>
<td></td>
</tr>
</tbody>
</table>
Procedure | Responsibility
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the original decision made and the reasons for the decision. |  
- Further details from the appellant, respondent, the person who made the original decision, or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. |  
- 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 appeal. |  
- The appellant may request for an independent party (mediator) to be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, Holistic Education College may decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally. This will be at Holistic Education College’s cost. |  
- Holistic Education College’s CEO/Management Team will review all relevant information and decide on an appropriate response. |  
- Note: The appeal must be resolved within 60 calendar days of receipt of the original appeal. If the matter is particularly complex and it is going to take longer to resolve, the appellant must be advised in writing along with reasons for the extra time. They must be provided with progress updates on a weekly basis thereafter until the matter is resolved. |  
|  
- Advise appellant of the outcome and update records | CEO / Management Team
- 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**

**h. External complaint or appeal**

- 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.

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<th>Responsibility</th>
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<td>RTO staff (most relevant)</td>
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**ISSUING OF CERTIFICATION DOCUMENTS**

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

Holistic Education College reserves the right to withhold the issuance of qualifications until all fees related to the course the qualification relates to 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 statements of 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 the current Fees, Charges and Refund Policy for the current fee.

**STUDENT FORMS**
- Enrolment Application
- Initial Student Acknowledgement

Contact us on 1300 686 180 or E: brisbane@hec.edu.au to assist or provide answers to any queries.