



Career Accelerators 2010

Provider No: 5540

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This Handbook contains Code of Practice and Privacy Policy

Student Handbook

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STUDENT HANDBOOK

Dear student,

Welcome to your course of study at Career Accelerators.

All of the staff here will work with you to achieve successful outcomes in your studies and professional development and because of the field of study you are embarking on, this will often mean your personal development also. Good luck and let's enjoy the journey together.

Important

Please take the time to read this Student Handbook. It contains important information which we are legally obliged to tell you. It tells you your rights and also your obligations. If you have previously enrolled with us and have read this handbook, then check the version number below to confirm that you have the latest information.

This Student Handbook contains information to help you:

- * achieve success with your course
- * understand your rights and obligations
- * understand Career Accelerators
- * know where to access more information

We hope that your training with the Career Accelerators will bring you closer to your goals. Please let us know if you experience any difficulties throughout your course so that we can take action to assist you. Our aim is for you to achieve high levels of competency in your chosen course and we will assist you flexibly and fairly to achieve this outcome. If you have any questions after reading this Student Charter Handbook, please consult your trainer or the administration office.

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Student Handbook review

This handbook is reviewed annually. If you feel any part of this handbook could be improved, please advise your friendly administration office.

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ABOUT CAREER ACCELERATORS (CA)

Career Accelerators is a Registered Training Organisation in Queensland, which delivers high quality and nationally recognised training in Clinical Hypnotherapy with a Certificate IV and Diploma in Clinical Hypnotherapy. You can find more information in our Career Guide and also on our website portal: www.careeraccelerators.com.au

As a student and client of Career Accelerators you will receive very high quality customer services and we continue seeking improvements in our organisation. So you will at times be asked to participate in surveys in order for us to identify how we may provide even better services. Of course you can put forward your suggestions at any time by contacting the college's administrations office or your tutor. If you have a serious complaint please follow the instructions in the section called Appeals Procedures.

MISSION STATEMENT

Career Accelerators is dedicated to the creation of high quality complimentary health professionals. Through the comprehensive teaching and training of clinical hypnotherapy and associated modalities, we seek not only to provide pragmatic and practical education in traditions of mind-body synergy, but also to nurture and support the professional practice of all natural and holistic health traditions.

VISION STATEMENT

An effective and encouraging learning environment: Our vision is to provide effective teaching and training methods within a dynamic, empowering and supportive learning environment. In particular, we seek to emphasise a positive, constructive and encouraging attitude to teaching and learning alike.

An Emphasis on mind-body synergy: We believe an emphasis on mind-body synergy is vital to the awakening and fulfillment of human consciousness. This is true both individually and at large, for in order to work towards the greater awakening of mind-body consciousness within our wider communities and cultures, we must first of all cultivate a synergy of mind and body within ourselves. Our vision is therefore dedicated to encompassing techniques of personal integration through hypnotherapy and related psychosomatic healing traditions. Through this we seek to empower our students as both individuals and as practitioners.

A holistic health alliance: We have always worked closely with a wide range of complimentary health traditions and we will continue to promote the professional practice of effective holistic therapy. In doing this we seek not only to expand career opportunities for our students, but also to heighten public awareness of the holistic approach to therapy in general. To this end we will continue to develop alliances within the complimentary health industry, while endeavoring to exemplify positive change through our own specific holistic modalities.

An industry-tested curriculum: As a recognised organisation, we are dedicated to ensuring that our curriculum meets and excels the current demands of the industry, which, in addition to effective teaching and training methods, is grounded in solid ethical and legal principles. Our goal is to incorporate the tried and true principles of classical hypnotherapy as well as the latest developments in the field.

WHO'S WHO IN CAREER ACCELERATORS?

The friendly staff of Career Accelerators strive to provide the best service possible to our clients and students.

Gwendoline Ford is the CEO and principal of the college. Gwen as she is known has many years experience in natural therapies, hypnotherapy and coaching. Gwen is a practitioner at her Health Harmony Clinic in Woolloongabba, Brisbane. As well as being a course developer, Gwen leads a team of very experienced therapists and trainers. As the CEO, students and clients may also directly approach Gwen if they should have any important issues to address.

Silia Tagilao is the administrator who will generally look after your enrolment, payments and course administration, as well as the bookings for workshops and tutoring appointments.

Your tutors and assessors may vary depending on your course of study, but they are available by appointment for telephone, skype and face-to-face consultations to help you throughout your studies.

CODE OF PRACTICE

Career Accelerators operates with a code of practice which governs its operations and dealings. This code of practice is pivotal to the integrity and credentials of the organisation, and is key to the assurance of quality service to our clients. The code of

conduct dictates the standards of ethical behaviour Career Accelerators staff in their service of clients.

- Career Accelerators will ensure policies and management practices are adopted which maintain high professional standards in the marketing and delivery of education services. No erroneous or misleading information is intentionally included.
- Career Accelerators will comply with all AQTF 2007 requirements in respect of courses and qualifications listed within its Scope of Registration as an RTO.
- Career Accelerators has in place written policies and procedures which includes administration processes and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of all students;
- Career Accelerators will maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, appeals and the archiving of records. (In the event that Career Accelerators ceases operations, all records of student results, dating from the time the provider became registered, for all courses covered by the Scope of Registration, would be sent to the relevant governing department)
- Career Accelerators agrees to recognise relevant qualifications and Statements of Attainment issued by another RTO or other training providers when appropriate.
- Career Accelerators will review its operations as part of a continuous improvement program, which responds to client surveys, staff performance reviews, curriculum development committees and industry consultation.
- Career Accelerators will ensure that all staff, trainers and assessors will be suitably qualified and undertake their responsibilities in a professional and ethical manner.
- Career Accelerators will endeavour to provide support on a flexible basis as is required by the learner in order for a successful training outcome.
- Career Accelerators will treat all personal records of clients with confidentiality.
- Career Accelerators will provide students with accurate and relevant information on learner support services prior to commencement of training. These include:
 - Delivery and Assessment Guidelines
 - Charges / Refund Policy
 - RPL / Mutual Recognition Policy
 - Appeals Policy

- Access and Equity Policy
- Course Outline information
- Equal opportunity Policy

VOCATIONAL EDUCATION AND TRAINING

You may be new to vocational training and system of national recognition for qualifications. Some of the terminology, such as 'competency' and 'training packages', may be unfamiliar to you. Basically the idea is that your training is designed to give you the skills that you need for the workplace rather than high-level knowledge such as you may get at university. Also your skills and training are recognised throughout Australia.

Vocational Education and Training (VET) was traditionally the domain for technical and trade training. As new industries, such as communications and the service industries, began to grow there needed to be greater industry involvement in training. It was considered that a competency-based approach to training would provide delivery, assessment and certification of skills and knowledge required for effective workplace performance. Individuals would have access to recognised training through more flexible delivery arrangements including on and off the job training, distance learning through public and private providers.

<http://www.trainandemploy.qld.gov.au>

COMPETENCY BASED TRAINING

Competency based training is a key feature of the VET system. The major emphasis of a competency-based system is on what an individual can do as a result of training.

The competency-based approach provides delivery, assessment and certification of training, which relates to the demonstration of the skills, knowledge and attitudes and their application required for effective performance in the workplace.

The concept of competency thus focuses on what the employee is expected to do in the workplace rather than on the learning process. It also embodies the ability to transfer and apply skills, knowledge and attitudes to new situations and environments. This is a broad concept of competency in that all aspects of work performance are included and not just narrow task skills.

In competency based training the emphasis is on:

- identifying what people need to do in their jobs,

- identifying what they need to know to do their job,
- indicating clearly the standard of performance required in the job by the industry or enterprise,
- indicating how, when, where and by whom assessment will occur.

NATIONAL TRAINING PACKAGES

Information about the competency requirements for a particular industry is gathered into National Training Packages. Industries such as Business, Health, Real Estate, Hospitality and the various trades are covered by National Training Packages. Natural Therapies falls mostly under the Health Training Package, although some specialist units have been developed outside any training package and are separately endorsed as is the case with Clinical Hypnotherapy. Career Accelerators have gone through an accreditation process to have their Clinical Hypnotherapy course Nationally Recognised.

National Training Information Service (NTIS) is the official national register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs) Visit their website www.ntis.gov.au . Career Accelerators Nationally Recognised Training Provider Number is 5540.

NATIONAL RECOGNITION

Career Accelerators offers nationally recognised qualifications with industry accreditations specialising in Clinical Hypnotherapy with a Certificate and Diploma of Clinical Hypnotherapy. There are also on offer some short courses that offer pathways for the newcomer into the modality or for the more experienced for their Continuing Professional Development.

MUTUAL OBLIGATIONS BETWEEN RTOs

All Registered Training Organisations (RTO) are obliged to recognise the training and assessment that each other provide. So if you have completed some relevant training at another RTO then CA would take that into account either as Credit Transfer or Recognition of Prior Learning. If you believe you should gain some credit or recognition then please consult with the CA's before your enrolment. This may greatly affect the design, and possibly reduce the cost, of your individual training program.

The basic principle is that if you have already proved your competence in an area, then you should not need to prove it again nor should you have to attend that training again. This of course only applies where that competence is relevant and current.

CREDIT TRANSFER

If you have previously been awarded a qualification (or statement of attainment for a single unit) by another RTO and this qualification is relevant to your course of study at CA, then you may be entitled to a direct credit transfer.

This would happen if one or more units of competency from your existing qualification are also part of the CA qualification you want. For example as part of another training course you may have completed a unit called: *HLTCOM6B - Make Referrals to other Health Care Professionals when appropriate* which is part of the Health Training Package and appears in a number of other health-related qualifications.

In the event that you studied a relevant unit some time ago there will be a need to show how you have maintained currency. An examination, project or skills / knowledge test may be designed to bring you up to date or to identify your currency. In such a case an RPL fee would be applicable.

You would need to provide originals or certified copies of these qualifications or statements of attainment along with an academic transcript showing course content. CA will also seek validation from the issuer of certificates etc;

No fees will be charged for direct credit transfers since, in effect, no assessment decision needs to be made by CA. However you must advise CA of your intention to apply for credit transfer before your enrolment is finalised. This may affect the structure of your individually designed training program.

HOW DO I APPLY FOR CREDIT TRANSFER?

Here's what you need to do to apply for credit transfer:

- Firstly, and as soon as possible, discuss your intentions with our administration officer. You can call by phone or make an appointment to come into the college.
- You should do this before you submit your enrolment form. You can do it after you enrol but you must let the college know about your intentions to apply for credit transfer before your enrolment is finalised at the completion of your induction and orientation. This is very important because it will affect your training plan structure and fees.
- The administration officer will refer you to the appropriate person who will advise you on what units may be covered by your previous training.
- Please have your qualifications or statements of attainment handy because the tutor will need the exact codes and titles on your documents.

- These codes and titles must exactly match those within the CA course of study you wish to do. If they don't you won't be able to use them for credit transfer, but you may still be able to apply for recognition of prior learning – see below.
- You will at some point need to provide certified copies, or bring the originals into the college so that CEO can sight them.
- Once the college has verified your documents, the process of credit transfer is quite simple and involves no fees. Your records will be amended to state that training and assessment in the covered units have been completed successfully.
- The college will not re-issue you with a statement of attainment for that unit, but the unit will be listed in your transcript and qualification award when you graduate.

RECOGNITION OF PRIOR LEARNING (RPL)

Thank you choosing to study with Career Accelerators. We are excited to have you on board. You are on your way to furthering your development, both personally and professionally and we are here to assist you every step of the way.

Now, as you have enquired about Recognition of Prior Learning, here is an easy-to-follow guide on how to gather and prepare your evidence to support your RPL application.

Step 1. Preparing evidence for RPL

Evidence is information gathered which, when matched against units of competency/learning outcomes, provides proof of competency. Evidence can take many forms such as:-

- evidence of current competence as a practitioner
- previous qualifications
- job descriptions
- performance reports
- demonstration
- skills test
- port folio
- logbook, task book, projects or assignments
- written presentation
- interview
- case studies

Appropriate Evidence

You want your application to be successful, so you should submit the best evidence available. This means it should be:

- Current - you should be able to demonstrate that your skills are up-to-date and that you can use them NOW if required.
- Relevant - the skills you are claiming to have should relate directly to the learning outcomes/performance criteria for the relevant module and be at a comparable standard.
- Authentic - you need to be able to show that your claims are genuine. This is where letters from employers and so forth are very helpful.
- Transferable - skills you have learned in one situation must be capable of being applied to other situations. For example, if you are making claims against computing skills, you should be capable of demonstrating those skills on any appropriate machine or system, not just the one in your office.

Letter of Validation

A letter of validation should not be confused with a reference. Its purpose is to help confirm the authenticity of the information in your application. It should provide details about your duties, experience and responsibilities, which are relevant to the learning outcomes or competencies of the module. Such a letter should also indicate the level of skill demonstrated by you in your work performance.

It is important that the letter is written on official stationery and by someone who knows you and also the duties that you perform. The position of the person writing the letter should also be clearly indicated.

Life Experience

Relevant experience that you have acquired through any normal day-to-day activities may also be considered as evidence. For example, activities such as:

- involvement in a community group
- family activities, including childcare
- leisure pursuits, including sports
- hobbies
- organising events
- membership of a committee

Try and consider how the relevant features of these activities can demonstrate your competence in a particular learning outcome. Include supporting documentation such as letters or samples or work where possible.

Step 2.

Once you have gathered the best evidence to support your application, make copies of everything as we do not send your evidence back to you. It will remain at the College. A Justice of the Peace will need to sight and sign all photocopied documents (See 'How to gather evidence' form enclosed).

Step 3.

Itemise your evidence e.g. Certificate in Business, will be become Item 1... and so forth with the rest of your evidence. Make sure that the items are clearly numbered.

Step 4.

The next step is comparing and mapping your evidence with the benchmarks (learning outcomes and skills performance criteria) for each unit. You will have the RPL forms enclosed in this kit for you to complete this step. On the appropriate RPL form, fill in the details of your evidence by listing the items that directly relate to the unit in the 'Evidence' column. Mark in the 'Competent' column whether you are competent in the appropriate area and comment on anything you would like to add.

Once you have completed one RPL form, repeat the same steps for the rest of the forms.

Step 5.

When you have prepared your application, enclose your application fee of \$120.00. You can also direct deposit your payment into the College account or pay over the phone by credit card. Also for a speedy process, make sure to enclose a letter that clearly lists the items enclosed in your application. This helps greatly with the RPL process. Send it all together via registered post to the College, so that it can be traced should it not arrive to us in the intended time.

Step 6.

Upon receiving your application and evidence, Career Accelerators will conduct an assessment of the evidence provided.

The college will advise you of any deficiencies in your evidence and will also provide a quote for the cost of the overall RPL process as well as a comparison with other available options. This is usually within 14 days.

Step 7.

At this point you should consider your options as to whether you will proceed with the RPL application or not. You should compare the effort required to address any shortcomings in your evidence, with the effort in completing the training (or at least the assessment tasks) normally.

Step 8.

If you decide to proceed with RPL you will need to address any shortcomings in your evidence, as advised by the college.

You must at this point also complete your enrolment with the college

There will be one of two outcomes:

- You have successfully demonstrated competence in one or more areas and you can be awarded RPL for one or more units, OR
- The evidence supplied is insufficient and so does not successfully demonstrate your competence. Please note that this is not saying that you are not competent, only that the evidence is insufficient. It may simply be the case that finding and gathering the necessary evidence was not possible.

A candidate may appeal an unsuccessful claim.

Step 9.

Should the outcome be successful, the college will advise you of which units are covered by RPL and which remain to be covered by normal training and assessment. The college will award you with the statements of attainment for those covered units.

Step 10.

The college will then design your remaining course of study towards the qualification you desire, and quote you an amended cost and payment structure accordingly. You will be advised of a study plan suitable to your needs and taking into consideration any credit transfer details.

HOW DO I APPLY FOR RECOGNITION OF PRIOR LEARNING?

If you have achieved skills of knowledge in the course that you wish to enrol in, simply request an RPL Kit from Career Accelerators. This must be done prior to enrolment. You are welcome to call the office to arrange a consultation which can be done at any point to explore your possibilities. IF your completed RPL Kit arrives in the post without prior consultation, the administration officer will refer you to the appropriate staff member who will guide you through the process and the options available to you.

STUDENT/CLIENT ENROLMENT & INDUCTION

The process of enrolling and induction is easy but it does involve the college giving you some very important information. This information is designed to protect your interests and make sure you completely understand your rights and obligations.

At the end of this handbook is a checklist of important points. Please use this checklist to help identify the areas where you may need to ask further questions. We are only too pleased to help you. Career Accelerators may ask you to complete this checklist later again during your course of study. As a registered training organisation we need to demonstrate that we are ensuring our students and clients remain fully aware of their rights and obligations.

STUDENT SELECTION

Students will be administered responsibly and ethically at all times and their administration will be consistent with any training package/product requirements. Career Accelerators is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation. Further information on these legal aspects is given in the section Legislation and External Requirements.

However Career Accelerators can, at its discretion for persons who owe moneys to Career Accelerators, take any combination of the following actions:

- withdraw services and facilities,
- withhold the conferment of awards, qualifications and statements of attainment,
- withhold action on behalf of the person, such as statements of progress or performance to agencies such as Centrelink,
- suspend or terminate a person's enrolment,
- refuse to accept enrolment or re-enrolment,
- Employ debt recovery agent to recover any outstanding debt.

- Also, there may be prerequisites prior to commencing a program due to health requirements or the nature of the program. These will be clearly shown in the course information.

ENROLMENT

Per Policy, Career Accelerators will:

- provide clear pre-enrolment information to students
- maintain confidentiality of student information
- maximise flexibility and efficiency in its procedures for enrolling students
- maintain an accurate, up-to-date set of student records

Pre-Enrolment

Before a person enrolls they are provided with a course guide and general information brochures. A person is also advised of documents that can be downloaded from the website such as: Student Handbook, enrolment form, course information and course guide.

During Enrolment

During the enrolment process a number of points are covered:

- Student completes enrolment form which asks if there are any special requirements to be considered. If applicable adjustments are made.
- Form is lodged and fees are paid by way of personal visit, post, fax or email.
- Student enrolment details are entered into the data base and a student number is issued to the student along with the receipt of payment.
- Form is stored in the course enrolment folders in alphabetical order or course date order, depending on the course enrolled in.
- RPL applications are addressed if applicable. As a Registered Training Organisation (RTO), Career Accelerators recognises relevant prior learning from other RTOs along with life experience where applicable.
- LL&N questionnaire is sent to student if the information provided on the enrolment form indicates a need.
- Consultation takes place either by face to face or teleconsultation depending on course enrolled in. Induction/Orientation to course delivery and assessment processes are advised.
- Student is sent or given the student charter handbook with a confirmation slip which confirms understanding of policies, procedures, legislation, regulations

which student sends back to the college. Also sent/given to the student are course materials and a welcome pack with pictures and details of all the relevant people they will be in contact with.

HOW DO I ENROL?

Before you enrol, and to ensure you choose the course of study which best suits your needs, a pre-enrolment Information Pack/Career Guide is given to you detailing basic course details, enrolment procedures, terms and conditions and important legal information such as:

- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- client support, including any external support for clients;
- flexible learning and assessment procedures;
- opportunities for credit transfer;
- opportunities for RPL;
- welfare and guidance services;
- appeals procedures; and
- disciplinary procedures.

To formally enrol you will need to complete an enrolment form:

- Enrolment Form at the start of the enrolment process
- Acknowledgement Form at the end of the enrolment and induction processes

The forms may be posted or faxed or emailed to the college.

Your completed **Enrolment Form** is to advise all the details necessary to register you. All questions must be answered and the student's signature should appear under the certification section. Your signature on the enrolment form means that you agree to the initial terms and conditions of enrolment and are happy to proceed. Your enrolment and induction will then begin.

Your enrolment is not completed until all of the following are done:

- you have had the opportunity to read the Student Handbook, which is usually sent out with your first pack of lessons, AND
- you have completed your induction into Career Accelerators as a student, AND
- you complete the Student Handbook Confirmation slip.

The Student Handbook is subject to change without notice. The currency of the Student Handbook is the one relevant at the time any issues arise and is available on Career Accelerators website or on campus. Career Accelerators will endeavour always to provide you with a copy. However in the event of student not being in touch with the Career Accelerators for a long period of time, changing address or not receiving mail, Career Accelerators cannot be held responsible.

See Special Needs including – Language, Literacy and Numeracy Assessment section.

Processing of Applications

When all the forms are received with the fees due for the course indicated then you will be allocated a permanent student identification number by the administration office. Please give your student number when calling the college so that we may quickly find your records.

Applicants for enrolment are not considered to be completed until all supporting documents are received. This may include documents for Recognition of Prior Learning/Direct credit, enrolment form etc.

The administration office will create a paper-based file for you containing your enrolment form and study plan. This file will be kept confidential in the Career Accelerators student file cabinet and will be where all your correspondence, and physical assessment tasks are kept. Your details will also be kept in an electronic database, including your assignments which will be scanned and filed in your personal file. This allows the college to efficiently monitor your progress and provide high quality support to you.

If you have paid your fees in full, then the enrolment form and the funds are processed. If you have paid only a deposit due the variance in the payment plan the college will confirm with you the arrangements for your payment plan unless otherwise stated in the career guide or on the enrolment form.

The college will send you a receipt confirming your enrolment payment, along with a Welcome Pack containing the Student Handbook before or as well as your first set of lessons and assignments.

If you are on a payment plan, then the college will provide subsequent lessons, training and assignments based on how much of the fees you have paid to that date. Details of payments made by students and materials issued to students are recorded in the electronic database. This allows the college to efficiently track your payments and rate of progress towards your qualifications.

Most students find a payment plan to be a very comfortable and effective way to achieve their desired goal.

INDUCTION AND ORIENTATION

If you are a correspondence student then you will receive your learning induction and orientation materials by mail and a tutor will also contact you by telephone. Otherwise your induction will be face-to-face at the college premises. Usually by this stage there would have already been a consultation/teleconsultation.

The purpose of the induction is to ensure that, before your enrolment is finalised, you:

- understand your rights and obligations,
- are aware of the external requirements and legislation that may impact on your training,
- understand the information contained in the Student Handbook and the course content,
- understand the nature of competency-based training,
- understand the VET/AQF system of Training Packages, qualifications and statements of attainment,
- are familiar with the college's facilities and resources,
- know who your support people in the college are,
- have the necessary course materials,
- know your study schedules,
- know where to access more information, and
- have signed the Student Handbook Confirmation slip to indicate that you understand the Student Handbook which completes your induction and orientation, and that you understand and accept all the terms and conditions applying.

A survey form – Student/Client Awareness Checklist form, is attached to this handbook which is used to by you to check how well we have informed you of these important issues. Please take the time to complete it during your induction. If this is returned to the college with a response that indicate you need assistance in any way then the administrator will contact you and ensure that assistance is given or arranged.

ENROLMENT/INDUCTION CHECKLIST

The Enrolment and Induction Checklist ensures all steps in the enrolment and induction processes have been completed. If the application also involves Credit Transfer or Recognition of Prior Learning, then those additional checklists are also used.

The administration officer will file away the student handbook confirmation slip with your file, which confirms to the college of your acceptance and understanding.

Notes are transferred to the electronic database (notes field) once the enrolment and induction has been finalised. The paper copy of this checklist is kept in the student's paper-based file.

The checklists are attached at the end of this manual.

COURSE INFORMATION, COURSE CONTENT & VOCATIONAL OUTCOMES

COURSE/PROGRAM INFORMATION

Prior to enrolment student enquiries are directed to the website and course guide which will include the student handbook and at some time before or after this, will have a course consultation with course advisor.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Guide for each course. Consult the Course Guide or the course adviser for more information.

STUDENT CLINIC INFORMATION

Career Accelerators has rooms set aside for clinic use and is an operating natural therapies clinic. In accordance with the flexible scope of the college and independent needs of the student, these clinics are organised accordingly and can take place via:

- a series of evenings over the year
- intensives throughout the year.
- a series weekends or part thereof throughout the year.

The students are guided in the management of the clinic, which encompasses being responsible for ensuring the clinic is run in a holistic and professional manner. Being an enjoyable, co-operative and holistic environment in which knowledge and skills are shared.

Throughout the clinical training each individual student's progress is monitored by our qualified staff, who are also practitioners and hold the qualification of Assessment and Workplace Training.

The supervisors facilitate the clinic experience, giving tutorials, instructing students in the clinic guidelines, recording of clinical data, and implementing the appropriate treatment whilst reinforcing the professional relationship between practitioner and client.

As well as treating clients, each student has the opportunity to participate in clinics as an observer and to participate in tutorials based on actual case studies.

FEES AND CHARGES, REFUND POLICY & EXEMPTIONS

REFUND POLICY

Career Accelerators offers a fair and equitable policy that complies with all legislative requirements. The policy is outlined within the Student Handbook and the Course guide.

Enrolment fees paid for courses are not refundable however are transferable. Refunds of tuition fees will not be made after course commencement however Career Accelerators will offer the option of deferment. Should Career Accelerators cancel any course, participants are entitled to a full refund or can transfer funds to a future course. Where a unit of competency is paid in full \$150.00 of that fee will be retained by Career Accelerators as an administration fee. This fee is applicable for each unit in which a student enrolls.

Applications for refunds must be made in writing and received by the CEO no later than two weeks prior to course commencement. Requests for refunds received outside this date will be processed according to the refund policy. From the date of receipt of correspondence Career Accelerators will then respond within the following 30-60 day period. Should a student choose to pre-pay in order to receive discount tuition fees, those fees are non refundable, however transferable to either a later date, or another course offered by Career Accelerators. In the event that a student has paid a discounted price for a course, they have thereby expressed an intent to undertake that course in full, henceforth they will not be eligible for a refund.

For students studying by Flexibility Delivery, fees are subject to the same terms and conditions as listed in the previous paragraph. These will not be processed unless all course materials have been returned to Career Accelerators within 5 working days of receipt and all course materials supplied inclusive are returned in mint condition by Certified Mail/Registered Mail. Refunds will then be processed according to the principles stated in the proceeding paragraphs, in the following 30-60 day period.

Any refunds requested will then be investigated and processed according to the policy outlined above within the designated 30-60 day period. Students will then be notified of outcome and forwarded a cheque where applicable.

Any appeals regarding refunds are to be referred to the CEO and student will receive acknowledgement that the appeal has been received. The student will receive an outcome in writing within the following 30-60 days.

Career Accelerators reserves the right to cancel, without refund, the course of study for any student whose contact has lapsed in excess of 12 months.

Any student found to be acting in a dishonest or improper manner which includes the misuse of plagiarism of the work of another person, copying any amount or data of other person or presenting substantial extract from books, articles, thesis, computer software, lecture notes or tapes without due acknowledgement. In this instance, no refund will apply.

FEES & CHARGES

Students should confirm current fees prior to enrolment as they are subject to change without notification.

Upon enrolment a payment plan is made available if more convenient to the applicant.

Students will not be admitted into practical training classes if payment has not been made or a payment plan agreement signed.

In the event that fees have not been paid or a payment plan not adhered to Career Accelerators may choose to apply one or more of the following:

- Remove student from training venue
- Withhold examination results
- Refuse students re-enrolment

The due date if choosing a monthly payment plan is normally the first of each month however this may be changed to suit applicants requirements. Should the payment plan not be adhered to, a monthly late fee may be charged. A debt collection agency may be used to recover any outstanding fees.

Any credit of fees will be held for one year (12 months) for the use of that student for study purposes only.

How Are My Fees Protected?

Career Accelerators protects fees paid in advance of services rendered

- At Career Accelerators, course fees are:
- kept in a separate account with a recognised banking institution;
- accessed only when the service is rendered;
- not used for any other purpose until the student has completed the subject related to the balance of the fees.

STUDY FEES

Fees are charged either per unit of competency, per qualification or per practical intensive training.

A deposit of \$195.00 per unit of competency is part of the total fee for that unit and must be paid on enrolment.

The balance of fees must be paid according to payment plan.

FULL REFUND IF CA CANCELS ANY COURSE

Should Career Accelerators cancel any course, participants are entitled to a full refund or can transfer funds to a future course.

CANCELLATION OF COURSE BY STUDENT PRIOR TO PRACTICAL INTENSIVE TRAINING

Where a student cancels his or her enrolment prior to the practical training event, no refund will apply. However the fees may be transferred to the next practical training event of the same nature or to another course component. In some cases these fees may be transferred to another person wishing to study the same course. An administration fee of \$100 will be charged in this case.

CANCELLATION OF COURSE AFTER COURSE COMMENCEMENT

After course commencement, no refunds are payable. Career Accelerators does offer a deferment or transfer to another course/person, less any administration fees of a minimum of \$100.

If a student cancels his or her enrolment in a unit of competency, after receipt of training material no refund will apply.

In the event that a student cancels his or her enrolment in a Certificate IV or Diploma qualification and has studied some units of competency, no refund will apply and the

student will be issued with Statement of Attainments as appropriate, the student will also be released from the enrolment contract.

EXCEPTIONAL CIRCUMSTANCES: REFUND/DEFERMENT OF COURSE OF STUDY

If a student cannot continue his or her studies in a Certificate IV or Diploma qualification, for reasons deemed by Career Accelerators and substantiated to be “exceptional circumstances”, a maximum refund of 25% of any pre-paid course fees will apply however students may choose to defer.

In a case where a refund is not an option and a deferment of studies is chosen, course deferments can be made for a later time so that students may be able to return to their studies at a more convenient time. However Career Accelerators reserves the right to cancel, without refund, the course of study for any student whose contact has lapsed in excess of 12 months. In the case of a deferment a student is obliged to contact Career Accelerators in writing at least annually stating their intention. Deferments cannot be converted to refunds under any circumstances. Any deferment will be held for two (2) years.

RETURN OF GOODS

Damaged goods i.e. course material, books, CD's, DVD's etc. or issued Statement of Attainments or qualifications must be reported within 24 hours of receipt, otherwise Career Accelerators cannot be held responsible.

SPECIAL NEEDS INCLUDING LANGUAGE, LITERACY & NUMERACY ASSESSMENT

The initial assessment of LL&N is part of the enrolment and induction process. If it becomes clear that further assessment and/or assistance is required then either the student or Career Accelerators may elect not to proceed with the course of study. This applies similarly to other special needs such as hearing difficulties, visual or mobility impairment or cultural needs.

All students are asked during the initial consultation whether their Language, Literacy and Numeracy skills are sufficient to successfully undertake the training program. Students are also asked on the enrolment form if they have any special requirements that need to be considered and this takes into consideration medical, physical, language, literacy, numeracy and other learning challenges. There is also a form (Identifying Language, Literacy and Numeracy needs) at the end of this handbook that may be completed by request to Career Accelerators staff.

Those who require further assessment and assistance will be out-sourced to a qualified expert. Any costs incurred other than the initial assessment by Career Accelerators will be the responsibility of the student.

HOW DO I APPLY FOR SPECIAL NEEDS SUPPORT?

Career Accelerators determines special needs requirements during enrolment and induction, however if you definitely need support for special needs such as Language, Literacy and Numeracy you should advise the college as soon as possible. The questionnaire used is at the end of this handbook.

If during your course of study you find difficulty with the materials you should advise the college as soon as possible so that alternative arrangements may be looked at.

Although Career Accelerators can cater for some special needs and has no wish to discriminate in any way, the college may not have the necessary resources to provide for your needs and may need to refer you to a specialist provider which would be at your cost.

Where a student is identified as having writing and/or reading difficulties, a verbal assessment may be offered. All other circumstances that will arise will be dealt with on a case by case basis with a satisfactory outcome developed and implement with collaboration with all interested parties.

STUDENT WELFARE, GUIDANCE & EXTERNAL SUPPORT

Career Accelerators is at all times concerned with the welfare of their students. The staff are required to respond and attempt to alleviate any signs of distress or discomfort expressed by students associated with the course of their study. At all times the staff are to practice active listening with a student showing signs of distress or discomfort.

If the staff member is unaware or unsure of the reason for the distress then the staff member is to make a concerned enquiry as to the student's signs of distress or discomfort.

If the staff member feels unable to provide the student with assistance on their own, they may request the assistance of another staff member who may have a background, which enables them to be of benefit to the student with advice or assistance to alleviate the student's feelings of distress or discomfort.

If the student has advised the staff member of a problem, which requires professional assistance from an outside support or counselling service, the staff member is to assist the student to contact the specific service. If the student does not wish to contact the support or counselling service, the staff member is to assist with providing information as to what support or counselling services are available to listen and help.

FLEXIBLE LEARNING & ASSESSMENT

FLEXIBLE LEARNING

When studying with Career Accelerators you will be studying by way of dynamic "hands on" intensive practical trainings along with home study. This is a powerful learning strategy that fits in with your lifestyle and work commitments rather than the other way around. You will be hypnotised on the first day of the training - with your consent of course and you will start hypnotising your fellow students from the second day and it is quite amazing the personal and professional development that takes place for each and every one involved.

At the end of intensive practical training there will be a questionnaire and some case studies for you to complete and you have thirty days to submit them to your tutor. We recommend that you do your best to do so within the time frame because it keeps the momentum of learning going. We know that if you put off doing your assignment for a week or two that it is far more difficult to get your head around it, plus you also need that time to gather your case studies.

In the event that you need more time however this can be arranged by calling your tutor or Career Accelerators administration staff who will liaise with your tutor and organise a satisfactory and mutual arrangement.

For the units of competency studied at home you have thirty days to complete your assignments and send them back to Career Accelerators. Each unit will contain around four modules and may consist of a video demonstration on your part and almost always a tutor consultation; this can be face to face at the Woolloongabba campus, via telephone, or over the internet via SKYPE.

Learning strategies may include:

- Textbook readings
- Practical demonstrations
- Small group work
- CDs and DVDs
- Learning Activities
- Case studies
- Video Presentations

- Website information
- Integrated assignments
- Training manuals
- Supplementary reading
- Contact with trainer assessor practitioners
- Tutoring and Mentoring
- Role Play
- Interactive Practice

FLEXIBLE ASSESSMENT

Career Accelerators is committed to providing students with flexibility in their learning by taking lifestyle into consideration so as to maximise learning outcomes. Any flexible arrangements however must at all times adhere to course assessment standards and requirements. Career Accelerators applies the principles of validity, reliability, fairness and flexibility.

Assessment grading in vocational training is focused on you being competent in the work environment and therefore your results of assessment are recorded as C for competent and NYC for not yet competent. Those students found NYC for any unit will be offered to re-try and will be given tutor support as required. Career Accelerators will work with you to achieve competency in your undertakings to the best of our ability in order to bring out your best ability!

Students are required to keep a copy of items required for assessment. The original is to be given to the trainer-tutor. The assessment evidence is kept by Career Accelerators for six months after the completion of the course. However the results and details are kept for thirty years.

No final assessments will be allowed or processed if a student has outstanding fees, however immediately fees are paid this is reversed and all services resumed.

If at any time you do not agree with an assessment result, you may make an appeal by simply calling your tutor or you will see the form at the back of this handbook.

Assessment strategies may include:

- Interactive Practice
- Role play Activities
- Internet research

- Practical demonstrations
- Competency demonstrations
- Video evidence of demonstrations
- Audio demonstrations
- Written examinations
- Oral presentations
- Reports
- Essays
- Case Studies
- On -Off campus coaching
- Assessment Workshop

Career Accelerators will provide you with support by way of one to one tutoring and mentoring by way of face to face on campus, telephone, email or over the internet via SKYPE.

Ph 1300 13 14 72 or 07 3217 3560

Fax 07 3392 2400

Email: info@careeraccelerators.com.au

Mail Suite 3 Nile palms, 16-36 Nile St, Woolloongabba Q4102

You can call and make an appointment or appropriate personnel will call students back within 24-48 hours of your leaving a message to answer any difficulties that may arise.

See also "how to study" guide.

PROCEDURE FOR ISSUING CERTIFICATES

When you complete your course of study and assessment you will be issued the appropriate qualification award. If you complete only one or more unit (not the complete course) a Statement of Attainment will be issued for those units. Qualifications and Statements of Attainment are nationally recognised as indicated in the course guide.

Where you attend training but don't complete the assessment, a Statement of Attendance may be issued, which may be useful for later RPL or professional development purposes, but which are not nationally recognised.

These are the steps Career Accelerators goes through to issue your awards to you:

- Upon successful assessment of all materials, the assessor advises the graduation certificate officer (generally the administration officer).
- The graduation certificate officer will verify that the subjects have actually been completed and what assessments have been given on those subjects.
- The graduation certificate officer will then send you a Certificate Issuing letter/form. This form states that you have successfully completed the course and asks whether you are ready to receive your award. If you feel you need further training then state this on the form and Career Accelerators will negotiate this with you.
- Otherwise if you are ready to receive your award, then sign and return the Certificate Issuing letter/form to Career Accelerators by post or fax.
- The graduation certificate officer will then issue and post the qualification to you.

When a student has completed their nominated course and a certificate has been issued then the student's confidential file is re-filed alphabetically in the paper based archives. A reference is made of the student name, student number and award issued on Career Accelerators database.

DISCLAIMER

Upon completion of a qualification it is recommended that a graduate apply for public liability and professional indemnity insurance. Any views and practices that a Career Accelerators graduate may express or develop during or after the training course are not necessarily those of CA or any CA staff member. CA and their staff will not be held

responsible in any manner for actions taken, therapy provided or advice given by any student or graduate of Career Accelerators.

RECORD KEEPING, PRIVACY AND SECURITY

Throughout your course of study, Career Accelerators maintains records of your payments and progress. The college keeps the personal details on your enrolment form indefinitely. All collection, storage and disclosure of information will be in accordance with privacy legislation and the National Privacy Principles. Assessment tasks and assignments are kept for a limited time after your graduation, however a summary of the results are kept for 30 years. You may ask for reprints of your awards for which Career Accelerators will charge an administration fee. All Career Accelerators files and records are kept secure with physical and procedural measures to protect them from loss, damage and unauthorised access. Electronic records are backed-up every day to offsite-storage.

DETA require all registered training organisations registered with them to maintain student records as per the policy for RTOs operating in QLD in conjunction with AQTF 2007 Standard 2.5 and 3.3 and Condition 6 (Essential Standards of Registration). These include:

- Enrolment forms
- Payment history
- Student results – copies of Qualifications/Statements of attainments issued including code and title of units of competency and final assessment achieved, plus issuing date
- Assessment records

Career Accelerators may from time to time use your contact details to send you surveys for the purposes of improving our services and products. We may also send you information about new products and services. You may opt out of this at any time by advising the college in writing. Please refer to the section Legislation and External Requirements for more information on your privacy rights. An example survey form is at the end of this handbook.

On occasion Career Accelerators is legally required to release information to the likes of Centrelink or the Department of Education. Other than when required by legal obligation, Career Accelerators will not disclose your personal information.

You have the rights to access your own information by written request. The right also to correct any incorrect information held by Career Accelerators.

APPEALS & COMPLAINTS PROCEDURES

POLICY

Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and any other issues which may arise.

Career Accelerators strives to deal with complaints as soon as they emerge in order to avoid further disruption or the need for a formal complaint.

Complaints are an invaluable source for our continuous improvement of our programs, policies and procedures services and are monitored and acted upon accordingly. Every effort will be made to encourage students, staff and clients to express any concerns or issues they have, and have them managed in a confidential, sympathetic, prompt and transparent manner.

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the tutor or CA administrator for assistance;
- consult the CEO;
- seek arbitration by a third party acceptable to all parties to the grievance.

HOW DO I SUBMIT AN APPEAL OR COMPLAINT?

If you have a serious issue such as an appeal against an assessment decision, a complaint about materials or products, or a complaint about a member of staff, you need to go through the following steps. The CEO of Career Accelerators will hear the matter and strive to reach an acceptable resolution.

- In the first instance, try to use effective communication in resolving the issue immediately with the relevant person/s involved. Every effort is made to resolve the situation within 14 working days. If this does not produce your desired outcome, see below:

- You must address all appeals and complaints in writing to the RTO manager (CEO) within 21 days of incident.
- Your written report/letter must include the following and the CEO will endeavour to deal with the complaint/appeal within 30 days of notification:
 - The nature of the appeal or complaint
 - The people involved, the events that took place and the sequence of events
 - The date, setting and location of the events
 - The outcome of the events
 - Any actions undertaken to date to resolve issues
 - The desired outcome to resolve the issues if obtainable
 - There is a form at the back of this manual

HOW DOES CAREER ACCELERATORS DEAL WITH AN APPEAL, OR COMPLAINT?

Be assured that all reports of an appeal or complaint received will be recorded in the designated Appeals and Complaints Register and kept confidential. The report will be based on the template attached.

Career Accelerators will resolve any complaints or appeals fairly and equitably.

The appellant is to be made aware of the process and given a copy of the checklist so that they can monitor progress of the matter. The appellant is also to be made aware of the additional recourse to an external arbiter (as nominated by the Department of Industrial Relations) if resolution cannot be achieved. An appellant will not be victimised or discriminated against in any of the stages of the appeal.

Career Accelerators will encourage the parties in a complaint or appeal to approach the problem with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation then all parties will be provided with details of external authorities they may approach if required. There is a Dispute Resolution Branch that is located in Queensland through the Department of Justice and Attorney-General. The Brisbane Centre can be found on Level 13, Central Court Building, 170 North Quay, Brisbane. Ph (07) 3239 6269. at the time of printing this document, there is no fee charged for the use of this service.

The Australian Council for Private Education and Training (ACPET) provides a mediation service and charge a minimal fee to the applicant/complainant.

All steps, correspondence and outcomes of the receipt and resolution of a complaint or appeal will be recorded in the Appeals and Complaints folder.

All parties will be advised in writing of the outcomes, decisions and reasons.

Career Accelerators' staff are to use the Appeals and Complaints checklist ensuring that all aspects are covered. The checklist is attached at the end of this manual.

DISCIPLINARY PROCEDURES

DISCIPLINARY POLICY

At the end of your enrolment process you will be asked to sign a Student Handbook Confirmation slip. By signing this slip you are agreeing to the terms and conditions of your enrolment and the rules and regulations of Career Accelerators which are described in this section.

With these rules and regulations, Career Accelerators ensures that all training is of a high quality, safe and a pleasant experience through maintaining acceptable standards of behaviour.

Failure to follow the rules and regulations may result in disciplinary action which will be handled by the CEO.

RULES & REGULATIONS

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, Career Accelerators accepts no responsibility for personal property lost or stolen at facilities during training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off at all times during classes and in study areas.
- Privacy and confidentiality is to be respected inside and outside of the classroom just as it would be in your private clinic.

Students are agreeing to these regulations by signing the Student Handbook Confirmation slip. Staff agree to these rules and regulations through their employment contract.

PLAGIARISM AND OTHER IMPROPER CONDUCT

Any student found to be acting in a dishonest or improper manner will be severely dealt with by the CEO of Career Accelerators. This will include the misuse or plagiarism of the work of another person, copying any amount of data from other persons or presenting substantial extract from books, articles, theses, computer software, lecture notes, tapes or any other material without due acknowledgement. All this risks expulsion from the training course.

All alleged cases of such misuse should be reported in the first instance to the CEO who will consult with the relevant trainer/assessor before making the decision of penalty actions.

STAFF RESPONSIBILITIES FOR ACCESS AND EQUITY

Career Accelerators applies access and equity principles to all programs and provides timely and appropriate information, advice and support services to assist students to identify and achieve their desired outcomes.

Career Accelerators will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

Career Accelerators prohibits discrimination towards any group or individuals in any form, inclusive of but not limited to:

- gender;
- pregnancy;
- race, colour, nationality, ethnic or ethno-religious background;
- marital status;
- disability
- homosexuality (male or female, actual or presumed);
- age (in relation to compulsory retirement).

Access and equity issues are considered during training package/product development, and in training delivery and assessment.

More information about anti-discrimination, access and equity is available on the Internet as per the list given in the section Legislation and External Requirements.

HUMAN AND PHYSICAL RESOURCES

HUMAN RESOURCES

Career Accelerators is committed to a high standard of training through high quality trainers. All trainers have:

- a thorough knowledge of the content of their subjects through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- qualifications in training and assessment.

Trainers keep current with industry as part of their professional development by way of participation in training programs, seminars, networking, peak body memberships etc. This also includes enhancing their training and assessment skills.

PHYSICAL RESOURCES

Students have access to or provision of necessary facilities/materials/equipment. These include:

Training Room Facilities:

- adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
- provision of comfortable chairs, designed for use over a sustained period;
- adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
- tables that are suitable for writing and which do not cramp students for space;
- clear sight and hearing from all points and to the point of presentation;
- audio visual equipment that is not intrusive;
- strategically placed power points;
- clearly accessible amenities such as toilets and drink stations;
- telephones placed away from training rooms;
- rooms located away from external noise of any kind likely to disturb proceedings;
- pleasing overall aesthetics; and
- shape and size of the room(s) and the type of furniture conducive to varied layouts.

Library and Reference Materials

Career Accelerators maintains a reference library of materials that can be accessed by students by request. These are primarily video recordings, CDs and books (many of which are for sale).

Facilities

All visitors, students and staff on Career Accelerators premises are welcome to use the upstairs facilities for tea, coffee and snacks.

A toilet is available at the upstairs rear of the premises.

LEGISLATION AND EXTERNAL REQUIREMENTS

Career Accelerators is governed by the requirements of the Training and Employment ACT 2000. During the course of study the students are made aware of relevant legislation and peak association relevant to the Hypnotherapy profession.

Given the nature of training at Career Accelerators, students may sometimes reveal personal issues and confidences. None are to be openly discussed or repeated without permission. All students must respect the privacy of other students as well as of Career Accelerators and its staff. Confidentiality is a key requirement for all participants in the course as it must be in your own professional practice.

As a health services provider, Career Accelerators is bound by privacy legislation for its students. These include but are not limited to the following Commonwealth/State Legislation and Local Government Regulations:

- Health ACT 1998
- Higher education (General Provisions Act) 2004
- Training and Employment Act 2000
- Industrial Relations Act 2000
- Anti-Discriminations Act 1991
- Sexual Harassment Policy
- Work Place Health and Safety Act 1995
- Clerical and Miscellaneous Workers Awards (Qld State)
- Therapeutic Goods Act 1989
- Public Health Act 2005 (Qld)
- Privacy Act 1988
- Australian Quality Training Framework 2005
- Australian Quality Training Framework 2007
- Fair Trading Act 1989

PRIVACY

In Queensland there is no specific privacy legislation however a number of pieces of legislation and guidelines do apply in addition to Commonwealth legislation.

As a health services provider Career Accelerators is bound by privacy legislation for its clients. Career Accelerators students becoming practitioners also need to be aware of their obligations in record keeping in their own practices.

Fundamentally, the information kept by Career Accelerators on its clients and students is used only to support the student's progress towards the qualification they desire. For this, Career Accelerators must maintain personal contact information and payment details. Credit card details are generally not kept after the transaction is completed unless the client/student themselves entered their credit card details on the enrolment form or on a payment slip, or if the client is on an automated payment plan.

Career Accelerators is obliged by the AQTF Requirements for RTOs to maintain a quality system of continual improvement. Career Accelerators therefore maintains contact lists of past and present clients, students, partner RTOs, and affiliated associations. This information is used to disseminate surveys and gather data for the purpose of improving Career Accelerators services and to offer similar services. All people who provide Career Accelerators with contact details need to be aware that their contact details may be used for these purposes.

Surveys are a common and legitimate business activity for training organisations. If a student/client does not wish their contact details to be used for surveys they must advise Career Accelerators.

Career Accelerators abides by the National Privacy Principles covering:

- collection
- use and disclosure
- data quality
- data security
- openness (via this student handbook)
- access and correction
- identifiers
- anonymity
- transborder data flows
- sensitive information

PROFESSIONAL AND PARTNERED ASSOCIATIONS CHARTERS

Career Accelerators has affiliations with the following organisations and abides by their charters and codes of conduct.

- Holistic Health Association International Inc.
- Professional Recognition in Distance Education
- Australian Hypnotherapists Association
- Council of Clinical Hypnotherapists
- Professional Hypnotists of Western Australia

AQTF STANDARDS FOR RTOS

The Australian Quality Training Framework (AQTF) assures high quality training and assessment services by monitoring and regulating the activities of Registered Training Organisations (RTOs) such as Career Accelerators. The AQTF publishes a set of standards which dictate what an RTO must do in providing accredited training and assessment services and to maintain its registered status.

All Career Accelerators staff must at least be aware that such standards exist and that they cover most Career Accelerators activities from marketing and advertising, to student records and issue of qualifications, to systems and procedures. The CEO and staff must have a detailed working knowledge of the standards and are requested to sign the staff manual which explains these standards.

The Career Accelerators maintains a copy of these standards and the Australian National Training Authority website contains more information about the standards and the AQTF:

STAFF CHECKLIST FOR ENROLMENT, INDUCTION, CREDIT TRANSFER AND RPL

Career Accelerators staff are to use the Enrolment and Induction Checklist to ensure all steps in the enrolment and induction processes have been completed. If the application also involves Credit Transfer or Recognition of Prior Learning, then also use those additional checklists.

The Administration office is to date and initial the steps that have been completed adding notes where required. Notes are to be transferred to the electronic database (notes field) once the enrolment and induction has been finalised. The paper copy of this checklist is to be kept in the student's paper-based file.

Career Accelerators Enrolment and Induction Checklist			
Client Name			
Allocated Student Number			
	No/Yes	Initials	Date
Pre-enrolment Pack Sent to Client <ul style="list-style-type: none"> • fees and charges, including refund policy and exemptions (where applicable); • provision for language, literacy and numeracy assessment; • client support, including any external support for clients; • flexible learning and assessment procedures; • opportunities for credit transfer; • opportunities for RPL; • welfare and guidance services; • appeals, complaints and grievance procedures; and • disciplinary procedures. 			
Enrolment Form Received by Career Accelerators <ul style="list-style-type: none"> • Credit Transfer required? If yes see checklist below. • RPL required? If yes see checklist below. • Payment Plan required? If yes see notes below. • Special Needs Assistance required? If yes see notes below. Notes 			
Enrolment processing			

<ul style="list-style-type: none"> • Student number is allocated? If yes enter at top of this form. • Course is available • Paper file is raised in confidential student file cabinet • Electronic file is raised in student database • Payment is processed? If on a payment plan see notes above. 			
<p>Client/Student Induction Ensure these aspects are issued/advised to the student and understood by them.</p> <ul style="list-style-type: none"> • Rights and obligations of Career Accelerators and Client • External requirements and applicable legislation • Student handbook and course content • competency-based training, • VET/AQF system of Training Packages, qualifications and statements of attainment • college facilities and resources • client support staff in Career Accelerators • course materials – first pack of lessons, assignments, and tasks • availability of further information <ul style="list-style-type: none"> ○ websites ○ course guide ○ newsletters ○ calls to the college ○ tutor appointments • Special needs identified and addressed. If special needs assistance is required see checklist below. • Student handbook slip signed 			
<p>Credit Transfer</p> <ul style="list-style-type: none"> • Covered units of competency identified • Evidence sighted (by CEO or Compliance Officer) • Credit granted by Career Accelerators • Individual training program and fee structure amended • Student advised of outcome and counselled on amended training program and fees • paper-based file and electronic file updated to reflect 			
<p>Recognition of Prior Learning</p> <ul style="list-style-type: none"> • Student and Career Accelerators have discussed the intention to apply for RPL. • Career Accelerators has advised the student on the type and quantity of evidence required and the RPL kit has been issued. • Student has provided Career Accelerators with the requested evidence of competence. • Career Accelerators has conducted an initial assessment of the evidence. • Career Accelerators has advised student of any deficiencies in the supplied evidence and has provided a quote for the cost of the overall RPL process as well as a comparison with other available options. • Student has considered options to proceed with the RPL application and has decided to proceed • Student has addressed shortcomings in the evidence, as advised by Career Accelerators, and 			

<p>has submitted a formal application and paid the fees.</p> <ul style="list-style-type: none">• Student has completed their enrolment and induction with the college. See checklists above.• Career Accelerators has conducted the RPL assessment in detail. Refer to notes below on the outcome and any further actions.• The outcome was successful. If yes, then:<ul style="list-style-type: none">○ Career Accelerators has awarded the covered qualifications or statements of attainment○ Career Accelerators has advised the student, re-designed the remaining course of study and quoted the cost and payment structure○ Student has resumed normal course of study.• The candidate has appealed. If yes, see checklist below. <p>RPL Notes</p>			
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STAFF CHECKLIST FOR APPEALS AND COMPLAINTS

<p>Career Accelerators Appeals and Complaints This checklist and register is to be filed in the Career Accelerators Appeals and Complaints folder, and duplicated in the student's paper-based folder. Both of these are kept in the Career Accelerators student confidential file cabinet. Progress notes are also to be recorded in the electronic database record for the student.</p>			
<p>Appellant Name and Student Number:</p>			
<p>Independent Career Accelerators staff member handling this case: (generally the CEO)</p>	No/Yes	Initials	Date
<p>Checklist</p> <ul style="list-style-type: none"> • Has Career Accelerators received the Appeal, Complaint or Grievance lodgement received in writing from the appellant? • Has it been referred to an independent person to hear the matter? • Has the independent person counselled the appellant and are they being given support through the process? • Does the lodgement advise the following: <ul style="list-style-type: none"> ○ nature of the appeal, complaint or grievance ○ people involved including Career Accelerators staff, Career Accelerators clients and others ○ sequence of events and outcomes ○ appellant's desired outcome? • Has Career Accelerators recorded the matter in writing on the appropriate form (see form template) noting the following: <ul style="list-style-type: none"> ○ date and time of receipt of lodgement ○ name and details of the appellant ○ name and details of the RTO staff member handling the lodgement ○ actions undertaken to resolve the issues? • If the matter is not resolved then has it been referred to external arbitration (Department of Industrial Relations)? • If matter is resolved then have the applicable Career Accelerators policies and procedures been reviewed in order to determine any necessary improvements or changes. • Has the matter been entered into the master register? 			

APPEAL/COMPLAINT FORM

Date and Time of Lodgement:	
People Involved:	
Students/Clients:	
Career Accelerators Staff:	
Others:	
Nature of Matter:	Appeal / Complaint (circle one or more)
Details of Matter:	Including place(s), time(s), sequences of events
Appellant's Desired Outcome:	
Career Accelerators response:	
Actions taken:	
Resolution:	
Has a written response been sent to the Appellant? Yes / No	
Further Action (e.g. external appeals)	
Review/Change to Career Accelerators Policies, Procedures, Systems:	

ENROLMENT/INDUCTION CHECKLIST

You as a student need to be aware of your rights and obligations. Career Accelerators is obliged to check your awareness of these important issues. Please use this survey to check that we have informed you properly. Feel free to ask the college about anything you are unsure of. Career Accelerators may ask you to complete this checklist later again during your course of study. As a registered training organisation we need to demonstrate that we are ensuring our students and clients remain fully aware of their rights and obligations.

How well do you understand these aspects?

VW – I understand this **very well**, I don't need any extra information.

OK – I believe I understand this **OK** but I might need help again later.

NOK – I 'm **not OK** with this, I need help now.

Important aspects to understand.	How well I understand it (VW, OK, NOK)
Before you apply to enrol, you should understand all these aspects. If not then please ask the college for further explanation and guidance.	
<ul style="list-style-type: none"> • what the fees and charges are for my course of study • how I can get a refund • what if I need language, literacy and numeracy assessment • how Career Accelerators will support me as a student • how Career Accelerators will provide for my welfare and guidance • how my training can be flexible to cater for my needs • how my assessment can be flexible to cater for my needs • how I can gain credit transfer for qualifications and units I already have • how I can get recognition for prior learning • how I can make an appeal, complaint or grievance if I feel unhappy about something • what will happen to me if I do something wrong 	
If you are seeking credit transfer through mutual obligation, you should understand these aspects. If not then please ask the college for further explanation and guidance.	
<ul style="list-style-type: none"> • how credit transfer is different from recognition of prior learning • how much credit transfer will cost me • how much time the credit transfer process will take • what I have to do to apply for credit transfer • which units of competency in the Career Accelerators would be covered by credit transfer • how my credit transfer would change my training program structure 	

Important aspects to understand.	How well I understand it (VW, OK, NOK)
<p>and cost</p> <ul style="list-style-type: none"> • what evidence and documents I need to submit to Career Accelerators • who in Career Accelerators will handle my credit transfer application 	
<p>If you are seeking recognition of prior learning (RPL), you should understand these aspects. If not then please ask the college for further explanation and guidance.</p>	
<ul style="list-style-type: none"> • how recognition of prior learning is different from credit transfer • of my experience and skills, what can be recognised and what cannot • how much the RPL process will cost me • how much time the RPL process will take • what I have to do to apply for RPL • which units of competency in my course of study would be covered by RPL • how my RPL would change my training program structure and cost • what evidence and documents I need to submit to Career Accelerators • who in Career Accelerators will handle my RPL application • how using RPL will be an advantage or disadvantage to me in my case • how I can make an appeal or complaint if I am not happy with my RPL outcome 	
<p>Before you finish your induction and finalise your enrolment, you should understand all these aspects. If not then please ask the college for further explanation and guidance.</p>	
<ul style="list-style-type: none"> • where I can find information in the Student charter handbook • what rights and obligations I have as a student • what rights and obligations Career Accelerators has as the registered training organisation • how external requirements and legislation apply to my course of study with Career Accelerators • how I can find out more about applicable external requirements and legislation • how my privacy and records are protected from ill-use, loss or harm • how fees that I have paid in advance are protected • how I can apply for a refund • what the Career Accelerators code of practice covers • how Career Accelerators avoids discriminating against specific groups of people (equity and access) • how I can make an appeal, complaint or grievance if I am not happy with Career Accelerators • how Career Accelerators will use my input to improve its services through feedback, surveys and questionnaires • the VET/AQF system of Training Packages, qualifications and statements of attainment • what competency-based training means • what opportunities I may have for credit transfer and recognition of prior learning • what the steps are for my enrolment and induction into Career Accelerators • what my course of study with Career Accelerators contains 	

Important aspects to understand.	How well I understand it (VW, OK, NOK)
<ul style="list-style-type: none">• what advantages this course of study will give my to vocational (job) prospects• what the total cost of my course of study is and what payment options I have• how I can get help with language, literacy, numeracy issues and other special needs• how Career Accelerators will support me as a student• how Career Accelerators will provide for my welfare and guidance• how my training can be flexible to cater for my needs• how my assessment can be flexible to cater for my needs• what will happen to me if I do something wrong• what college facilities and resources are available to me• how and where I can find further information and help<ul style="list-style-type: none">○ websites○ prospectus career guide○ newsletters○ calls to the college○ tutor appointments• what I am agreeing to by signing the acknowledgement form	
Student to Sign	
Signed: Dated:	

IDENTIFYING LANGUAGE, LITERACY AND NUMERACY NEEDS

This questionnaire is designed to assist in identifying any special needs that you may require in regards to language, literacy and numeracy. It is private and confidential and can be conducted by interview if requested or you may send in this form.

Student Name: _____ Student No: _____

Country of Origin: _____ Length of time in Australia: _____

Previous training completed:

Please refer to your workplace/simulated workplace.

Why are you completing this course:

What types of reading do you need to do in your workplace:

What types of writing e.g. memos do you need to do in your workplace:

What kind of speaking or reporting do you need to do in your workplace e.g. presentations, formal reports etc:

What kind of numeracy skills do you need to do in your workplace e.g. simple calculation or percentages etc:

This checklist will help us to decide if you are able to complete the learning program and/or to assist us in customizing the program to suit your specific needs:

When you are learning, do you like:	Yes	No
Group discussions		
Videos		
Written materials		
Practical		
Demonstration		
Role-play		
Teaching others		
Flip-charts/whiteboards		
Lectures		
Question/answers		
Overheads		
Computer assisted learning		
Self-paced learning		

Diagnostic Instrument for reading skills:

Please read the paragraph below and answer the following questions:

Everyday at work we assess other peoples' skills and make decisions about whether they can do a particular job. For example, if you're taking the day off and someone else is taking over your shift processing purchase orders, you want to make sure that they can do it. You check. If there are things they don't know you show them, they practice and you check again.

Did you have trouble reading this paragraph? If yes, why?

Did you have trouble understanding the paragraph? If yes, why?

Are there any considerations relevant to literacy and numeracy that you wish to discuss in private with the course tutor?

A diagnostic instrument for numeracy may be developed according to the numeracy requirements of the training program e.g. simple addition, multiplication, division, and percentages etc.

Compliance Officer:..... Date:.....

“Destiny is not a matter of chance; it is a matter of choice. It is not something to be waited for; but, rather something to be achieved.”

—*William Jennings Bryan*

BEST WISHES

for your studies!