

Learner Handbook 2016



*Medicine of the Future:
Integrating East & West*

LEARNER NAME:

LEARNER ID:

COURSE/UNIT
NAME:

SIB70110

**Laser Therapy & Natural Medicine Pty Ltd
(trading as Laser Therapy Centre)
RTO #90874**

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INTRODUCTION

Welcome to Laser Therapy & Natural Therapy Pty Ltd. We are a registered training organisation (#90874) that trades under the name of Laser Therapy Centre. We provide boutique training and assessment services for the laser, intense pulsed light (IPL) and light-based industry. Our philosophy encompasses first class customer service and the delivery of quality training to all of our clients.

We are committed to providing you with quality training and assessment. We are committed to helping you further your career and reach your goals within the health and beauty industry.

Our trainers and assessors are highly qualified, well regarded, have extensive experience in all aspects of the health and beauty industry, and are here to support you throughout your training program.

YOUR RIGHTS AND RESPONSIBILITIES

Learner Rights

Laser Therapy Centre recognises that learners have the right to:

- Expect Laser Therapy Centre to provide training of a high quality that recognises and appreciates their individual learning styles and needs.
- Have access to all Laser Therapy Centre services regardless of educational background, gender, marital status, sexual preference, race, colour, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice before its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their training program provided that they, in turn, devote the necessary time and diligence to the training program.
- Learn from qualified, competent and supportive educators who genuinely want learners to achieve course outcomes, and to assess their work fairly.
- Learn in an appropriately equipped, safe and clean environment, free of all forms of harassment and discrimination.
- Be treated with dignity, respect and fairness.
- Expect that we will be ethical and open in our dealings communication and advertising.
- Expect that we will observe our duty of care to them.
- Expect efficient handling of administrative matters and the processing of fees, concessions, refunds, etc.
- Expect privacy and confidentiality, and secure storage of their records in accordance with our policies and to the extent permitted by law.

Learner Responsibilities

Learners are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about themselves at time of enrolment, and to advise us of any changes to their home address or telephone numbers.

- Paying all fees and charges associated with their course and providing their own course requirements where notified.
- Recognising the rights of staff and other learners to be treated with dignity, respect and fairness, and behaving in an appropriate and acceptable manner towards them.
- Attending scheduled classes regularly and punctually.
- Ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- Being responsible for the security of their personal possessions while attending a course.
- Promptly reporting any incidents of harassment or injury to the administration office.
- Respecting Laser Therapy Centre property and observing policy guidelines and instructions for the use of its equipment.
- Seeking clarification of their rights and responsibilities when in doubt.

AUSTRALIAN QUALITY TRAINING FRAMEWORK (AQTF) STANDARDS

The Australian Quality Training Framework (AQTF) is a set of national standards that assures consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system.

Qualifications and statements of attainment can only be delivered to you by a registered training organisation that meets the national requirements of the AQTF.

The required standards are defined in the Australian Quality Training Framework (AQTF). In NSW, the Australian Skills Quality Authority (ASQA) audits Registered Training Organizations (RTOs) to ensure compliance against these standards.

These standards and the auditing process provide the basis for a nationally consistent, high quality vocational education and training system.

Trainer Responsibilities

Trainers must ensure:

- They hold qualifications that are current and relevant to the units of competency they teach.
- They prepare and distribute teaching material in line with guidelines set out in this Manual, Training Package requirements and any other relevant documents.
- Any information passed on to learners is accurate.
- Any advice given is consistent with the National Code and our own Code of Practice.
- Interaction and correspondence with learners is ethical and helps the learner complete the course(s)/units/modules in which they have enrolled.
- All learner attendance is recorded accurately in the roll book provided for each unit of competency being delivered.
- All absences are recorded for each training session.
- Attendance and absence information in the roll book is passed on to course administration in a timely manner.
- Classes are held as scheduled by Laser Therapy Centre and any changes to the schedule are to be reported immediately to ensure continued compliance.
- Laser Therapy Centre management is advised of any change in the number of learners enrolled in a class so that alternative arrangements can be made if required.
- No changes in classroom allocations are made outside those authorised by the Director of Studies.

- Learners who already hold relevant qualifications advise Laser Therapy Centre and provide certified copies of the qualification(s) and transcript(s) to determine whether they can apply for recognition of prior learning.

Educational Resources and Facilities

- Resources used for teaching are up to date and adequate for delivery and assessment of the units of competency being delivered.
- The classroom/treatment area is adequate for the units of competency being delivered.

Learner Records

Learners should be aware that lecturers are required to:

- Provide in a timely manner accurate records of a learner's academic progress for each requirement of the unit of competency or course the lecturer delivers and/or assesses.
- Provide in a timely manner as per our procedures accurate attendance records of learners for each session they deliver.
- Not engage in or permit any practices that could result in false attendance records.
- Sign and verify attendance records for each and every session they deliver or supervise.
- If a lecturer is aware that a learner has been absent on consecutive days, the lecturer is required to notify management.
- Help ensure that learners are not allowed to repeat any unit more than once.

Learner Support Services

As a registered training organisation, Laser Therapy Centre makes support services available to all learners.

We require staff to be:

- Be familiar with Laser Therapy Centre grievance policy set out elsewhere in this handbook.
- Be familiar with and be able to direct learners to services that are provided by Laser Therapy Centre including, but not limited to:
 - Counselling services
 - Tutorials and workshops
 - Promoting successful adjustment to a return to study after long absences
- Providing guidance and support on problem resolution.

Training Locations and Facilities

Laser Therapy Centre currently offers training at one location:

- 30 Sorrell Street (corner of Ross Street), Parramatta, NSW, 2150.

The location is convenient to public transport and other facilities, such as food, clothing, stationery, medical and legal services and support agencies.

Lecture/Clinic Rooms

The Parramatta location has a reception area, a lecture room and a fully functioning practical treatment training room.

Learner Contact Details

Learners are required to inform the Centre of any change in their residential address and contact details, such as telephone and e-mail address, within seven days of such change.

Deferments

Generally, learners are not permitted to defer the commencement date of their course unless there is a valid reason, such as illness (supported by a medical certificate) or other exceptional circumstances beyond the learner's control, such as bereavement. Weddings, birthdays, pregnancy and festive occasions are not acceptable reasons.

Learners must specify in writing the duration and reason for any deferment.

Accommodation

Laser Therapy Centre does not provide accommodation. Learners are required to find their own accommodation. However, Laser Therapy Centre can provide contacts and advice to learners if required.

Learner Selection

We use a range of criteria in selecting learners for entry into our courses. Generally, the potential learner must have:

- Any stipulated pre-requisite qualifications
- A working knowledge of the laser/IPL industry
- A keen desire to work in the industry
- An end goal as to what they aim to achieve within the industry.

While these are not exhaustive questions, they are appropriate questions for a learner preparing to commit to academic life and make a financial investment in their future.

It is the responsibility of each potential learner to discuss this information with our staff at the pre-enrolment interview and to provide relevant evidence to substantiate their claims. Any information supplied will be used to decide which individuals are to be offered a place in an available course.

Courses that we offer may require a different type of selection criteria. However, the selection criteria commonly used are:

- The ability and commitment of the potential learner to complete the course.
- Why the applicant wishes to enrol in the course and how this course is relevant to their personal career plans.
- Any other defined pre-requisites for a particular course.
- Learners will have their application assessed by the Director of Studies to ensure they have the appropriate qualifications and proficiencies to undertake the course.

As well as a keen interest in the laser/IPL industry, certain standards have to be met for learners to be enrolled in our courses. Specific selection criteria that have to be met are:

- Learners must be aged 18 years or over
- Meet course selection criteria, including attainment of a minimum qualification and/or experience in a relevant field.
- Have an English language International English Language Testing System (IELTS) score of 6.5 or a similar level of English capability.

English Language Testing

Information on the International English Language Testing System proficiency levels can be obtained from www.ielts.org.

Enrolment

All prospective learners are required to complete an enrolment form prior to the commencement of any training provided by the Centre.

Learner Induction

All learners undergo an induction before the start of training and assessment for all courses and qualifications provided by the Centre.

The induction covers:

- Details of about Laser Therapy Centre staff.
- Explanation of the learner rights and responsibilities.
- Record keeping and access to files.
- Training and assessment procedures.
- Qualifications to be issued.
- Procedures for handling complaints, grievances and appeals.
- Course timetable.
- Information about the course content and its vocational outcomes.
- Required learner behaviours.
- Contact details for absenteeism or other issues.
- Confirmation that all the above information was provided and handouts distributed to be acknowledged in writing by each learner.

Attendance and Punctuality

All learners are required to maintain a level of attendance of 80% or above at all times. Trainers mark the class roll for each class that learners attend. If any learner leaves a class early or arrives late, this is recorded on the class roll.

Any learners with attendance issues may contact us at any time to arrange an interview to discuss reasons for non-attendance. The purpose of this interview is to ensure that the learner is fully aware of their responsibilities in terms of attendance. The interview also provides the learner with the opportunity to discuss and determine a way forward for any issues or circumstances affecting their attendance.

Any learner who cannot attend a class is requested to submit an explanatory note as soon as practicable.

Any learner who does not attend two classes in a row without a reasonable explanation or a medical certificate will be contacted and the matter of attendance discussed. A reasonable solution will be agreed through counselling either by telephone or at a face-to-face meeting.

Participation in Class

Learners are expected to participate actively in class discussions and activities.

Dress Code

Learners are to wear appropriate clothing and footwear when attending classes. Failure to do so may result in the learner being turned away from class.

Learner Behaviour

Learners are expected to reflect the ideals and code of behaviour of the training centre in their dealings with fellow learners, members of staff and clients undergoing treatment at the centre. Learners are expected to adhere to the rules and to co-operate in the effective running of the Centre.

We strive to achieve the following "basic principles" of interpersonal behaviour:

- To be focused on the situation, issue or behaviour, not on the person.
- To help maintain the self-confidence and self-esteem of others.
- To maintain constructive relationships with staff and fellow learners.
- To take the initiative to help make things better.
- To lead by example.
- To respect the property of Laser Therapy Centre, staff and fellow learners.
- To use appropriate language at all times. Swearing will not be tolerated.
- To speak English while on training premises.
- To turn off mobile phones and to keep them out of sight during class.
- To never consume food or drinks in non-designated areas of the Centre.

Every staff member and learner should hold other staff members and fellow learners responsible for following these principles at all times.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Lecturers will advise all learners of the many different ways to avoid plagiarism. Learners who are proven to be involved in such activities will not be permitted to continue their course.

Protecting Personal Belongings

As the premises of Laser Therapy Centre are open to the public, learners are advised not to leave their valuables unsupervised. Laser Therapy Centre cannot be held responsible for anything that may be stolen from its premises.

Smoking

Laser Therapy Centre premises are smoke-free zones. If learners wish to smoke, they should do so outside and at least 100 metres away the building.

Learner Change of Address

Learners are required to promptly notify administrative staff of changes to their home addresses, telephone numbers and email addresses.

Part-time Studies

Learners may be able to undertake some units of competency/courses on a part-time basis or through distance education by negotiation with the Director of Studies.

Learners considering this option should be aware of the following limitations that apply:

- all pre-requisites must be met
- no unit of competency can be missed
- all core units of competency must be completed before entry into elective units

At the back of this Learner Handbook is an acknowledgement form that is to be signed and returned to administrative staff. This acknowledgement will then be kept within your learner file.

Legislation

Laser Therapy Centre is subject to a variety of legislation related to training and assessment as well as standard business practice.

Current legislation that effects our operations includes, but is not limited to:

- The National Vocational Education and Training Regulator Act 2011
- The Vocational Education and Training Act 2005
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Occupational Health and Safety Act 2000 (as amended 2002)
- Work Health Safety Regulations 2011
- Copyright Act, 1879. 42 Vic No 20 (Reprinted March 1979 and updated August cover sheet only modified 2002)
- Privacy Act and National Privacy Principles (2001)
- Skilling Australia's Workforce 2005
- Skilling Australia's Workforce (repeal and transitional provisions) Bill 2005
- Australian National Training Authority Act 1992
- Public Health Act 1991
- Public Health (Skin Penetration) Regulations 2000

Australian Skills Quality Authority

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

ASQA is the regulatory body for the VET sector for the Australian Capital Territory, New South Wales, South Australia, the Northern Territory, Queensland and Tasmania. New South Wales, Queensland, Victoria and Western Australia have been exempted.

Access and Equity

Laser Therapy Centre is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with

disabilities, people from non-English speaking backgrounds, indigenous Australians, and rural and remote learners.

All learners have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer responsibilities.

All learners who meet applicable entry requirements prescribed by the appropriate National Training Package or other nationally recognised course will be accepted into any program offered within our scope of registration.

Any issues or questions about access and equity should be directed to the Chief Executive Officer or Director of Studies.

Some examples of our support include:

- Language and literacy support for learners who have difficulty with written or spoken English.
- Support for learners with numeracy issues.
- Because some qualifications are largely self-paced we are able to accommodate the needs of expectant or new parents or learners with carer responsibilities.
- Modifications to learning and assessment tasks to accommodate the cultural or personal needs of learners.

Training programs that have a limited number of available places will be filled in order of completed enrolment applications.

Course Withdrawals

If a learner withdraws from a full-time or part-time course prior to completion of the normal expected training period, no less than 28 days notice must be given in writing to be eligible for a refund. Only 30 per cent of fees paid will be refunded if three weeks notice of withdrawal is given in writing and receive by management before the commencement of the course.

All fees are to be paid two weeks before commencement of the course and fees paid are non-transferable and non-refundable once the payment and the scheduled course are in place. Any outstanding fees attract an interest rate of 7 per cent.

Note: Fees will be payable for the period up to and including the date of expiration of the notice, if applicable. The conditions of any payment plan apply as well as the refund policy for any fees paid in advance.

The learner will be issued with a nationally recognised Statement of Attainment for any units in which the learner has been assessed as competent in recognition of their partial completion of a unit of competency or course.

Deferment

No deferment is allowed once a course starts. But management reserves the right to consider individual cases in light of exceptional circumstances.

Change of Enrolment Details

It is the learner's responsibility to notify the Centre of any change of name, address or employment that occurs during your period of study with us.

Issuing of Qualifications/Statements of Attainment

We will issue all AQF qualifications and statements of attainment within 28 days of the completion of a training program. All qualifications and statements of attainment issued by us comply with the standards outlined in the Australian Qualifications Framework (AQF) Implementation Handbook and in accordance with the requirements the Australian Quality Training Framework (AQTF).

We are only permitted to issue AQF qualifications and statements of attainment within our scope of registration. The types of documentation certify the achievement of qualifications or industry/enterprise competency standards from a nationally endorsed training package or qualification, competency standard or units of competency from accredited vocational courses.

Recognition of Prior Learning

Potential or enrolled learners may be eligible for recognition of their skills and knowledge. A Recognition of Prior Learning (RPL) assessment process is used to acknowledge non-traditional forms of learning as valid pathways for recognition of current competencies.

The RPL process assesses skills and knowledge gained through life experiences, work experience, previous training and both formal and informal education.

The RPL process examines evidence according to the following key principles:

1. Focusing on the competencies held, rather than on how, when or where the learning occurred
2. Recognising the prior learning of adults
3. Providing access to the RPL process for all potential learners of courses
4. Undertaking RPL processes that are fair to all those involved
5. Providing adequate support for all potential RPL applicants.

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for course Learners.

All learners are offered RPL at the time of the pre-enrolment interview and can elect to be considered for RPL. The special needs of RPL applicants are recognised by us and we will make the all necessary and reasonable adjustments (taking into account such areas as language, literacy and numeracy) during the RPL assessment process where appropriate.

A variety of RPL assessment options are available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of the RPL assessment process are to:

- Minimise duplication of learning, training or skills acquisition
- Allow studies to be completed in the shortest possible time
- Provide clear RPL outcomes and access to further learning/training and career development
- Provide quality advice and support to potential and current applicants
- Conduct the RPL process only for courses that we are registered to assess
- Ensure that only fully qualified trainers are involved in the RPL process
- Provide adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held regardless of how, when or where they were learned.

- Recognise competencies and units of competency gained through an RPL process conducted at another registered training organisation through the process of mutual recognition
- Ensure that the RPL processes are monitored, evaluated and updated where appropriate
- Advise all RPL applicants of their right of appeal through the formal process
- Ensure fees and charges are fair, competitive with the industry standard and structured to minimise the time and cost to applicants.

RPL assessments are charged at the rate of \$120 an hour. The actual cost depends on the number of units to be assessed, the clarity, type and presentation of the information supplied, and any discussions or practical assessments needed to clarify supplied evidence. An estimate is supplied at time of application.

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Laser Therapy Centre provides an opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Recognition generally takes two forms: recognition of prior learning, which is the focus of this policy, and credit transfer which is dealt with in the Credit Transfer section of this manual. For the purposes of this policy, recognition of prior learning will be referred to simply as recognition.

What is Recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.¹ This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment and requires the same application of policy and procedures outlined in the Assessment section of this manual.

Recognition Guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or qualification which are not included in Laser Therapy & Natural Medicine's scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of Evidence

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience. In evaluating assessment evidence, Laser Therapy Centre applies the following rules of evidence:

¹ Australian Qualifications Framework (AQF) Advisory Board, 2004
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- Sufficient
- Valid
- Authentic and
- Current.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient evidence on their own. When combined together with a number of evidence items, the candidate will start to provide a strong case for competence. Laser Therapy Centre reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Appealing recognition outcomes

If the learner is not satisfied with the outcomes of a recognition application, they may lodge an appeal against the outcome like other assessment decisions. Further information on the appeals process is available at section three.

The following procedure is to be applied by Laser Therapy Centre on receipt of an application for recognition:

Step 1: Provide sufficient information to candidates to inform them of opportunities for alternative pathways via recognition and the recognition process

Step 2: Candidates who request recognition of their current competence are to be invited to carry out a self assessment to determine their suitability for a recognition application (using the Recognition Self Assessment Guide). This step is not compulsory but is strongly suggested. The candidate should be provided an electronic version of the RPL application documents.

Step 3: Undertake a recognition assessment planning interview between the assessor and the candidate (using the Recognition Assessment Plan). Where possible, this is to include:

- Helping the candidate to identify appropriate forms of evidence;
- Guiding the candidate on the use of recognition tools; and
- Informing the candidate about the assessment process.

Step 4: Learners to compile their recognition submission (using a Recognition Evidence Report). This form allows learners to record their particular documentary evidence against each unit of competence and to attach this evidence as required.

Step 5: The Assessor is then to review the assessment evidence and decide on the need for additional evidence on perceived gaps. The Assessor may invite the candidate to undertake a recognition interview to answer verbal questions or a practical assessment. At the end of the evidence gathering process the Assessor is to provide the candidate with written feedback regarding the assessment outcomes, including the procedure for the candidate to appeal the assessment outcome.

Step 6: If the learner is not satisfied with the outcomes of a recognition application, they may appeal the outcome like other assessment decisions. Further information on the appeals process can be found in the Learner Information Booklet or Policy and Procedures Manual.

Step 7: When all assessment and appeal processes have concluded, the assessment outcome is to be recorded in the recognition register and issue the candidate with written advice of the outcome. This may include issuing statements of attainment or qualifications awarded through recognition in accordance with Laser Therapy Centre Qualifications Issuance policies and procedures.

Credit Transfer

Credit transfer is available to any learner enrolling in any of our courses on our scope of registration.

Credit Transfer means providing credit towards a qualification granted to learners on the basis of outcomes gained by a learner through participation in courses or nationally training package qualifications with another Registered Training Provider.

Recognition of Qualifications Issued by Other RTOs

Subject to any required assessment, we recognise all Australian Qualifications Framework qualifications and statements of attainment issued by other registered training organisations.

Learners enrolling in our courses can use their existing qualifications issued by other RTOs as Recognition of Current Competency (RCC) or Recognition of Prior Learning (RPL) for our qualifications, provided that the RCC/RPL application complies with the Packaging Guidelines for the qualification being sought.

For example, units of competency within a Diploma qualification may be used as RPL or RCC for a Post-graduate Diploma course offered by the Centre and effectively reduce the duration of the post-graduate Diploma course.

Fees and Refunds

In accordance with applicable legislation, Laser Therapy Centre is entitled to charge fees for services provided to learners undertaking a course of study. These charges are generally for items such as course materials or text books, learner services and training and assessment services.

Fees payable

Fees are payable when the learner has received notification of enrolment. Fees must be paid in full within five days of receiving this notification from Laser Therapy & Natural Medicine. We may discontinue training if the fee is not paid as required. Fees will vary for different training programs. For a full list of current fees and charges

please refer to Laser Therapy Centre schedule of fees and charges.

Schedule of Fees and Charges

The Chief Executive officer is responsible for approving Laser Therapy Centre's Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Laser Therapy Centre to honour its commitment to deliver services and complete the training and/or assessment once the learner has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing learners, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- Laser Therapy Centre refund policy.

Replacement of Text and Training Workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a learner has purchased a text or training workbooks and subsequently cancels his or her enrolment, Laser Therapy Centre will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to Laser Therapy Centre schedule of fees and charges.

Giving Notice of Enrolment Cancellation

A learner who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Laser Therapy Centre staff who are approached with initial notice of cancellation are to ensure the learner understands their rights with regards to the refunding of tuition fees. The learner is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Learners who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Learner who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the Chief Executive Officer.

Refunds

The following refund policy will apply:

- Learners who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Learners who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Laser Therapy Centre

is required to cover the costs of staff and resources which will have already been committed based on the learners initial intention to undertake the training.

- Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Discretion may be exercised by the Chief Executive Officer in all situations, if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the learner should be offered a full credit toward the tuition fee in another scheduled program *in lieu* of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the learner within 14 days from the time the learner gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the learner on the Refund Request Form.

Note. If for any reason Laser Therapy Centre is unable to fulfil its service agreement with a learner, Laser Therapy Centre must refund the learner's proportion of fees paid for services not delivered.

Protecting Fees Paid in Advance

Laser Therapy Centre acknowledges that it has a responsibility under SNR 22.3 to protect the fees paid by learners in advance of their training and assessment services being delivered. To meet our responsibilities Laser Therapy Centre adopts option 3 and may accept payment of no more than \$1,000 from each individual learner prior to the commencement of a course.

Following the course commencement, Laser Therapy Centre may require payment of additional fees in scheduled payments in advance from the learner but only such that at any given time, the total amount required to be paid does not exceed \$1,500.

Determining the amount for scheduled payment is based on the costs of the learner's training and assessment yet to be delivered to the learner.

Keeping Learners Informed

To ensure that learners are well informed of the financial considerations of their enrolment, Laser Therapy Centre undertakes to provide the following fee information to each learner prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Laser Therapy Centre to complete the training and/or assessment once the learner has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- Laser Therapy Centre refund policy.

Learner Complaints about Fees or Refunds

Learners who are unhappy with Laser Therapy Centre arrangements for the collection and refunding of tuition

fees are entitled to lodge a complaint. This should occur in accordance with Laser Therapy Centre complaints policy and procedure.

HARASSMENT AND DISCRIMINATION

The Centre strives to provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a learner, lecturer, administrative or support staff, is entitled to expect the same rights.

They are:

- The right to learn, teach or carry out their duties
- The right to be treated with respect and fairness
- The right to be emotionally and physically safe in the workplace
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- The right to inform Laser Therapy Centre management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address such incidents
- The right to confidentiality and discretion when initiating or becoming involved with a complaint, grievance or appeal
- The right to know, that when ever possible, all complaints are to be resolved by a process of discussion, co-operation and conciliation
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Learners have a responsibility to:

- Allow others to learn
- Make our premises safe by not threatening, bullying or hurting others in any way
- Make the classroom safe by obeying instructions
- Make our premises safe by not bringing illegal substances or weapons on to our premises
- Not steal, damage, or destroy the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or learners.

Staff and learners should not make any frivolous or malicious complaints. All staff and learners are expected to participate in the complaint resolution process in good faith.

Definitions

'Bullying' is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal

abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure through overwork or setting impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' refers to information kept in trust and divulged only to those who need to know.

'Discrimination' is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

'Harassment' is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' refers to all employees - either full-time, part-time or on contract - of Laser Therapy Centre.

'Racial harassment' occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin or racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling someone out for unfair treatment.

'Sexual harassment' is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment, denial of access to resources or work.

Work Health Safety

The NSW Occupational Health and Safety Act and the Work Health and Safety Regulation 2011 set out in law the requirements to provide a safe and healthy working environment.

Procedures and standards that must be observed to achieve a safe working and learning environment include:

- Maintaining a safe, clean and efficient working environment
- Implementing procedures and practices in a variety of situations in accordance with State and Local Government Health regulations
- Storing and disposing of waste according to health regulations
- Cleaning walls, floors and working surfaces to meet health and safety standards without causing damage
- Checking all equipment for maintenance requirements
- Repairing equipment as required
- Storing equipment safely
- Identifying fire hazards and taking precautions to prevent fire
- Using safe lifting and carrying techniques

- Ensuring learner safety at all times
- Ensuring procedures for operator safety are followed at all times
- Recognising and reporting unsafe situations
- Implementing regular fire drills and encouraging first aid courses for all staff and Learners
- Displaying first aid and safety procedures for all staff and learners to see
- Reporting any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Laser Therapy Centre is committed to the proper management of occupational health and safety. We will provide a safe and healthy workplace for our staff, learners, contractors and visitors by having a planned and systematic approach to the management of occupational health and safety.

We will provide the necessary resources for the successful implementation of this policy and its supportive procedures. Occupational health and safety will be managed through Laser Therapy Centre management committee and in close consultation with staff, learners, contractors and visitors.

The objectives of our Work Health and Safety (WHS) policy are to ensure that:

- Hazards and risks to health and safety are systematically identified, assessed and, where they cannot be eliminated, are effectively controlled;
- Measures to control hazards and risks to health and safety are monitored and evaluated regularly;
- Staff are engaged and sought to contribute to occupational health and safety matters affecting their health and safety at work;
- Staff, learners, contractors and visitors receive appropriate information, training and supervision to understand and carry out their responsibilities safely.

A hazard is defined as a source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these². Hazards may arise from a variety of sources within a workplace. Sources of hazards may include equipment, the work environment, work systems and work procedures.

Workplace hazards can be categorised as follows:

- Physical, e.g. noise, radiation, light, vibration;
- Chemical, e.g. poisons, dusts;
- Biological, e.g. viruses, plants, parasites;
- Mechanical/electrical, e.g. slips, trips and falls, tools, electrical equipment;
- Psychological, e.g. fatigue, violence, bullying.

To manage workplace safety hazards at Laser Therapy & Natural Medicine, the following steps are to be applied:

- Step I - Identify hazards.

² AS/NZS 4801:2001 Occupational Health And Safety Management Systems
Ver 2: 4/2016

- Step 2 - Assess and prioritise the risks.
- Step 3 - Determine control measures.
- Step 4 - Implement control measures.
- Step 5 - Monitor control measures.

To manage workplace safety hazards Laser Therapy Centre will apply the Risk Management Code of Practice 2007, supplied by Department of Employment and Industrial Relations, Queensland Government.

These Risk Management Codes of Practice can be accessed via the following links:

[Risk Management Code of Practice 2007 Supplement 1 - Hazard identification](#)

[Risk Management Code of Practice 2007 Supplement 2 - Risk assessment](#)

[Risk Management Code of Practice 2007 Supplement 3 - Control, monitor and review](#)

Safety Guidelines

The following guidelines are provided as a basis for safe practice in the training and assessment environment. The guidelines are particularly relevant to learners, trainers and assessors.

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical Equipment

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire Safety

- Laser Therapy Centre will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event; and to users of the office at least twice each year.

- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First Aid

- Provision of first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved.

Laser/IPL Systems

- Personal protective equipment, such as safety goggles and suitable shoes and clothing, are to be used by both the operator and the client during any laser/IPL treatment.
- Workplace safety procedures relating to the use of laser/IPL systems are to be followed at all times.
- Extended periods of work with laser/IPL systems can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current occupational health and safety guidelines indicate that people working for long periods at laser/IPL systems should organise their work so as to allow a five to 10-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your hands and arms are not working at awkward angles.
- The laser/IPL system should be positioned to avoid reflection from lights and windows and at a suitable distance so that the control panel can be easily read.

Lifting

- Learners, trainers and assessors are encouraged not to lift anything related to training and assessment provided by Laser Therapy Centre unless they do so voluntarily and take all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and Study Areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.

- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.

Competency-based Training and Assessment

Competency-based training (CBT) is concerned with what the learner will be able to do at the end of training. CBT is not so much about how the learner gets there, but how the learner achieves the listed competencies.

It does not matter who taught the learner, how or when the training takes place, what resources are used or the content of the curriculum.

All assessments conducted by Laser Therapy Centre observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Assessment and Workplace Training (TAA04) and the AQTF Standards:

- **Competency Based Assessment** - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Assessment and Workplace Training (TAA04)
- **Validity** - Assessment methods will be valid and will assess what they claim to assess
- **Reliability** - Assessment procedures must be reliable. They must result in consistent interpretation of evidence from the learner and from context to context
- **Fairness** - Assessment procedures are fair so as not disadvantage any learner. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate
 - involve procedures in which criteria for judging performance are made
 - clear to all learners
 - employ a participatory approach
 - allow for learners to undertake assessments at appropriate times and, where required, in appropriate locations
- **Flexibility** - Assessment procedures will be flexible and involve a variety of methods that depend on the circumstances surrounding the assessment
- **Recognition of Prior Learning (RPL)** - Individuals can access this facility through our RPL process.
- **Cost Effectiveness** - Assessment conducted by or on behalf of the Centre will be completed in a cost effective manner. All learners are responsible for determining issues with respect to cost effectiveness, such as the timing and frequency of assessment. Decisions made in this regard are to be made clear to all learners before they commence their training programs
- **Comparability** - The review of assessment systems and procedures and the outcomes of assessment will be undertaken at regular periods to ensure they are functioning appropriately. The review process is essential in maintaining comparability of assessment. Comparability of assessment will be addressed within the quality management system. We utilise a network of experts to assist in maintaining comparability of all assessments at the delivery level.

Assessment Criteria

Assessments must provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This includes but is not limited to information about assessment methods or alternative assessment methods required to accommodate special needs or circumstances.

Information will also be provided at the start of each subject about the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Staff are available to discuss and provide professional advice as to the outcomes of the assessment process and guidance on future options.

Re-assessment is available on appeal; see further details in the appeal process section.

Grading of assessments:

Not yet competent (NYC)	below 70%
Pass/competent	71-80%
Credit/competent	81-90%
Distinction/competent	91-95%
High distinction/competent	96-100%

Assessment Tools

Assessment tools use three different types of competency assessment criteria to assess a learner's competency.

1. *Observation*: The learner will be observed performing a series of tasks a number of times to determine their competency.
2. *Verbal question and answers*: The learner will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
3. *Written questions and answers* or some other directed task to allow the learner to demonstrate their competency.

All assessment tasks must consider any language and literacy issues or cultural issues related to those tasks.

To provide further guidance, each assessment task will involve the use of a cover sheet that provides relevant information to the assessor and to the learner.

Complaints

Laser Therapy Centre will deal with any complaint in an effective and timely manner. The Centre has processes in place for all learners to lodge complaints in relation to any matter.

Initially, the learner should first approach the person with whom they have the complaint in an attempt to informally resolve the problem.

If the learner feels that this is not possible, or they were unsuccessful in their own attempt at resolution,

the learner should seek the support of their lecturer or another staff member who will assist in providing them with a complaint form.

All complaints need to be put in writing. The lecturer will pass your complaints form to the Director of Studies, who will record the complaint in a complaint register and initiate an investigation.

All complaints are reviewed at Management Review Meetings and, where appropriate, fed back into the Centre's continuous improvement process. Results of all complaints are communicated in writing to the learner. A copy of this communication is placed on the complaints register and in the learner's file.

If the learner is still not satisfied with the resolution of the complaint, they can discuss the issue with the Chief Executive Officer. If still not satisfied they are required by the National Complaints Code to refer the matter to ASQA.

Discipline

The Centre will make every attempt to provide our training and assessment services in the spirit of co-operation and mutual respect. There are times, however, when disciplinary action must be taken to ensure the safety and wellbeing of all learners and staff. Learners should make themselves aware of these procedures if they need to be implemented.

Disciplinary action may need to be taken include when a learner:

- Fails to attend the required minimum number of classes for any course without a reasonable explanation
- Brings into, or consumes on our premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- Brings on to or consumes on our premises any alcohol
- Exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- Damages or removes any property or resource or any training venue hired by the Centre
- Assaults (physically or verbally) any person or persons on our premises or at any training venue hired by the Centre
- Fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on our premises
- Exhibits, while on our premises, any form of conduct considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- Enters any part of our premises or any other place to which learners have access for the purpose of tuition when not entitled to do so, or having entered, refuses to leave those premises.

When disciplinary action is taken, the Chief Executive Officer will notify the learner of the reason for the action.

- A verbal warning will be given to the learner and a written warning documented on the learner's file
- If the behaviour continues after the verbal warning, the Director of Studies will counsel the learner and a written warning will be provided to the learner. A copy of this warning will be noted and kept on the learner's file
- If the behaviour continues after the written warning, the learner will be removed from the training program. Notification of their removal will be made in writing and a noted copy will be placed on the learner's file.

If a learner wishes to pursue a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and learners. Any breach of our disciplinary standards will be discussed with the lecturer and the Chief Executive Officer and appropriate action taken.

Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework and in accordance with the Australian Quality Training Framework.

A fair and impartial appeals process is available to all learners. If a learner wishes to appeal his/her assessment result, he/she must first discuss the issue with the lecturer. If the learner decides to proceed with the appeal, the learner should complete an appeals application.

All appeals are recorded in writing. Results of the appeal process will be communicated to the learner in writing as well as the reasons for any decisions made.

The appeals process allows the learner to formally present their case.

In the case of an appeal, a meeting is arranged between the appellant and an independent RTO representative who has no connection with the appeal.

Prior to the meeting, we will contact the appellant and inform them of the person(s) hearing their appeal and the date and time of the meeting. This gives the appellant the opportunity to request changes either to the appeals person(s), date or time of the meeting. Prior to the meeting, an agenda for the appeal meeting will be distributed to all people attending the meeting.

A copy of this communication is also kept on file, both on the complaints register and in the learner's individual file.

Grounds for Appeal

An application for appeal will be considered where:

- A learner claims a disadvantage because the lecturer did not provide a subject outline
- A learner claims disadvantage because the lecturer varied without Consultation or in an unreasonable way the assessment requirements specified in the subject outline
- A learner claims disadvantage because assessment requirements specified by the lecturer were unreasonably or prejudicially applied to him or her
- A learner is of the view that a clerical error has occurred in documenting the assessment outcome
- A learner claims there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, the Centre will make arrangements to conduct the re-assessment of the learner at a time that is mutually convenient for all parties concerned. If required, the appeal will be heard by an independent person or panel. All appeals are recorded and reviewed at Management Review meetings.

Learner Training Records

The Centre has in place a policies and procedures for the collection, storage and protection of the training records of individual learners to meet training and assessment activity requirements.

Definitions

Training Records include all types of documentation and information relating to training and assessment activities. It includes, but is not limited to:

- Learner enrolment data
- Commencement and completion dates for individuals of all competency units
- Individual learner assessment information for each unit of competency
- Information on awards issued (award, date, certificate number)
- Individual learner participation data (assignments / assessments where practicable, attendance)
- Documentation / records of grievances, complaints, appeals
- Recognition (RPL/RCC) process documents (application and results).

We are committed to maintaining and safeguarding the confidentiality and privacy of information relating to each of our learners. We will document and implement procedures to assure the integrity, accuracy and currency of all learner records.

Hard copy learner records are stored in secure premises requiring key access. Electronic records are backed up weekly to a rewritable hard disk and are protected from unauthorised access by password controls.

Further protection of electronic data and computer systems is provided by the antivirus software systems that automatically update virus definition files on a needs basis.

Further computer system protection is provided by firewall software that monitors and protects our computer systems from unauthorised access.

Learner results are archived for a period of not less than 30 years.

Training records other than learner results are collected and stored for a period of seven years unless otherwise required.

Learner Record-keeping Procedures

Each learner has a personal file for storage of training records. Learner training documentation is stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All learners/assessors involved in training programs are informed of their responsibilities under this policy. Requests for access to information must be in writing and can only be released on approval by the Chief Executive Officer. Records of learner results for each unit of competency meet ASQA requirements.

Access to Learner Training Records

Access to individual learner training records comply with Commonwealth and State privacy legislation and is limited to:

- Individuals wishing to access their own personal records
- Individuals authorising releases of specific information to third parties in writing

- Staff that require this information as part of their job role
- Officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations
- Legal requirements (e.g. subpoena/search warrants/social service benefits/Evidence Act).

Privacy

Laser Therapy Centre takes the privacy of participants very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles (2008).

Information is only shared with external agencies such as the National VET Regulator to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law or required by the Standards for NVR Registered Training Organisations to make learner information available to others such as the National Centre for Vocational Education and Research (NCVER). In all other cases, we will seek the written permission of the learner for such disclosure. Where written permission is required, this will be gained by using the Information Release Form located in the Privacy Policy Tools section.

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