



Hunter College of Massage

DISTANCE LEARNING HANDBOOK



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WELCOME

The staff of Hunter College of Massage welcomes you. Our College is committed to providing quality education services and training and we hope that you enjoy learning with us. You have chosen to enrol through a blended learning mode of classroom based face to face delivery and distance mode supported by coaching/ mentoring sessions. We look forward to working with you individually as you progress through your chosen course of study.

The College understands the challenges of working and studying to further your career.

Our goal is simple: we want to provide customised services to you as a learner, that offers exactly what you need, when and where you need it.

We give our commitment to a service that at all times:

- Develops and empowers individuals, teams and organisations
- Provides on-going support and advice
- Develops programs and systems that "fit" organisations and meet individual needs
- Provides an emphasis on practical skill development
- Is committed to professionalism and excellence
- Benchmarks to industry standards
- Provides clients with value for each dollar invested

AIMS AND OBJECTIVES OF THE COLLEGE

The College provides a common sense, practical approach to training. Our trainers are fully qualified and have extensive practical and theoretical experience in industry.

You will learn the skills and competencies required by learning from professionals who 'practice what they teach'. This enables us to bring the expertise and knowledge of a 'real life situation' to our training environment.

ACCESS AND EQUITY

The College encourages access to its courses subject to the prerequisites required to participate in a particular course.

The College will provide a learning environment that is free from discrimination and harassment and ensure that students are treated with respect and in a fair and considerate manner whilst studying with us.

OUR COMMITMENT TO QUALITY CUSTOMER SERVICE

The College undertakes to provide a level of service matching industry quality practice. The College provides training and assessment best suited to meet the individual learner's needs. This includes learning one-on-one through distance learning combined with some face to face tuition and opportunity for coaching/mentoring to support your distance learning. A quality control system is in place to maintain standards and develop improvements to the education and training process.

CONTACT US

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COURSE PARTICULARS

Australian Quality Training Framework (AQTF)

The College is a Registered Training Organisation (RTO) registered by VETAB (Vocational Education and Training Accreditation Board) in NSW. In order to maintain our registered status, we must comply with the AQTF standards which outline the basis upon which all RTOs must operate. The AQTF provides the basis for a nationally consistent, high-quality vocational education and training system

Nationally Recognised Training

The College offers competency based training programs that meet the Australian Qualifications Framework (AQF) standards. This means that courses are nationally recognised in post- compulsory education and training within Australia. The College conducts courses that are accredited and recognised by the relevant government bodies and educational institutions; qualifications received at the College are portable between all Registered Training Organisations.

Australian Qualifications Framework (AQF) - Qualification Requirement

In order to receive any AQF Qualification (Award), (i.e. Certificate or Diploma), you must demonstrate competence in every unit of that qualification.

Should you fail to complete the entire course, or choose to complete a short course – workshop, you will be awarded an AQF Statement of Attainment outlining those units in which you demonstrated competence.

Compliance with AQF Standards and Legislative Requirements

The College complies with and maintains up to date copies of all relevant legislative acts and undertakes to implement policies and procedures in regard to the following:

- NSW Occupational Health & Safety Act 1993
- Anti-discrimination, access and equity undertaking, racial vilification, disability discrimination
- Workplace harassment, victimisation and bullying
- Affirmative Action (Equal Opportunity for Women) (1986)
- NSW Vocational Education and Training (VETA) Act (2005)
- Privacy laws
- Occupational Health and Safety standards and guidelines for specific industries
- Workplace Emergency Response standards

DISTANCE LEARNING & FLEXIBLE DELIVERY - COURSE INFORMATION

The College Distance Learning Management System

Printed materials by post

The College uses printed learning workbooks for most of the subjects offered by distance education and flexible delivery.

On-line resources

Instead of attending all lectures, you can learn and do some progressive assessments through the College Learner Management System for Anatomy and Physiology subjects. Your trainer will have access to your progressive online quizzes to monitor your progress and determine any difficulties you may be experiencing.

Communicate through the website and by email

The Website allows you to access forms, news items and general documents, and gain access to relevant course information. You will also be able to email the College to request support for your learning.

On completion of your enrolment process you will be issued with your own access code for your online learning components.

Student Support

The College is committed to providing a supportive environment which will assist students in fulfilling their potential.

Coaching/mentoring sessions will be held one evening a week (and at other designated times if required) where you can access trainers for extra tuition support in your distance and practical subjects.

You may also telephone the College between 9am and 5pm Monday to Friday. You can talk to our office staff and a message will be given to your trainer who will return your call at his/her earliest convenience.

Typical study program

See our current and future course timetable on our website for details of subjects and time frames for completion.

ASSESSMENTS AND ASSIGNMENT INFORMATION

You must be responsible for developing and maintaining good study habits. This is especially important if you are studying through distance learning.

Your trainer will contact you on a regular basis to support your progress through the course. You will also have access to your trainer through your face to face practical sessions. You are encouraged to email or phone your trainer to raise questions, seek clarification or discuss difficulties in regard to any aspect of the unit, including assessment tasks. Alternative assessment tasks, deemed to be equivalent to those described in the course units, may sometimes be negotiated between the trainer and the student to reflect your work situation provided such tasks meet the outcomes of the unit.

Submitting Assignments

Details of assessment tasks and due dates are negotiated with your trainer and set out in your course information and on the college website. Unless otherwise stated, assignments are due by midnight on the day indicated.

Application for Assignment Extension

If you have a serious reason for not meeting the deadline, you should apply to your trainer before the due date.

Assignments can be submitted directly to your trainer by email or posted.

Remember it is your responsibility to ensure that your assignment is received by the due date. You should also ensure that you keep a copy of all your assignments. The following tips will help in regard to assignments:

- Save regularly whilst you're working
- Backup-up your work regularly
- Ensure you have security software on your computer to check for viruses
- Keep a printed copy of all assignments submitted as well as an electronic version

Appeal – Assessment/Assignment Result

Should you wish to appeal the result of an assessment, you should complete a Student Assessment Appeal Application Form. The Form also provides details on the appeals process.

**** Please note: Assessment appeals must be lodged within 14 days of the original assessment date.

Cover Sheet

A Cover Sheet must be attached to all assignments/assessments when they are submitted. The cover sheet outlines the unit number, unit name, due date, submission date, etc. Assignments/assessments submitted without an attached cover sheet will not be accepted. Assessment Cover Sheets are available in the Student Information Section of the website

Unsatisfactory Results/Resubmit

Students who do not pass an assessment/assignment on the first attempt will be given written feedback and offered an additional opportunity to resubmit. Your trainer will discuss this with you, and you should be prepared to practise/revise your work.

Using the website

Go to the website. Click on your course name from the list provided and you will see details and information relating to your particular course.

Once you have accessed your course through your log-in password you will see the details pertaining to your particular course are located in this section. This option may or may not be available.

- Course and Subject Information
- Qualification Overview
- The subject outlines
- The units in each subjects
- Links to websites
- Up load assignments

Referencing Policies and Procedures

Where required all assignments/assessments must contain Text Referencing and a Bibliography.

Complaints and Appeals Procedure

A copy of the College's Complaints and Appeals Policies is available in the Student Administration and Information Section. Should you wish to lodge a formal complaint, you may do so by using the Complaint Form which is located in the Forms section.

Plagiarism or Copying

Plagiarism is to pretend that ideas or language of other people are your own. In your assignments, you imply that all of the ideas and language are your own, unless you explicitly indicate otherwise. If you fail to make clear that sections of your work are not your own, then you are guilty of plagiarism. Plagiarism is stealing, and is a very serious offence.

Plagiarism can take several forms. The most serious is simply quoting from a source (book or article) without acknowledging by quotation marks and a reference that it is actually from someone else. It is also possible to plagiarise by using a writer's unique ideas (ideas that belong to them and are not generally held) without indicating who expressed that idea - therefore leaving the false impression that the idea is your own.

Downloading information from the Internet without acknowledgement is also plagiarism, and can be detected using programs that locate downloaded material easily.

You may not hand in work that has been done by another person.

Recognition of Prior Learning (RPL)

The College supports the process of RPL for students who have undertaken appropriate studies or work experience and who can provide evidence of competency.

You may apply for RPL for competencies (skills and knowledge) that you already possess. Applications for RPL must be made in writing and supported by sufficient evidence for a decision to be made against the competencies claimed.

Should you wish to apply for RPL, you should speak to your Trainer who will conduct the initial review, indicate where more evidence may be required and provide you with the RPL Application Form.

Mutual Recognition

The College complies with the standards as set out by the accrediting body for Registered Training Organisations (RTOs). These standards require all qualifications and Statements of Attainment issued by other RTOs be recognised and accepted by all other RTOs.

Records and Privacy

Information that we collect from you is used only for the services that we provide and no client information is shared with other organisations. We agree to collect, manage, use and disclose personal information strictly in accordance with privacy legislation.

On occasions, and as required by law, The College may disclose the personal information of students, staff and clients to organisations outside the College, providing such organisations are aware of the Privacy Principal and agree to comply.

The organisations to which we may disclose information include:

- Credit providers such as banks for credit related purposes
- Our professional advisers including accounting auditors and lawyers
- Government and regulatory authorities such as DEEWR (Department of Education, Employment & Workplace Relations), VETAB (Vocational Accreditation and Training Accreditation Board), ATO (Australian Taxation Office).

The College may also disclose Personal Information to comply with subpoenas, court orders and other legal processes. The College also reserves the right to discuss student's academic progress/attendance with employers if they have paid your course fees. (Please see The College Student Enrolment Form for more details).

You have the right to access your personal information, subject to some exceptions allowed by law. Students may be required to make such requests in writing. The College reserves the right to charge a 'search fee' for locating access to your information.