

# Participant Information



## Hunter College of Massage offers:

Certificate IV in Massage Therapy Practice (HLT40307)

Diploma in Remedial Massage (HLT50307)

Workshops in Remedial massage:

- in a Corporate Setting (HLTREM512A)
- for people with Disabilities (CHCDIS3C)
- for Women and Children (HLTREM511A)

Workshops in Beauty

- Temporary hair epilation and bleaching (WRBSS302B)
- Apply knowledge of skin biology to beauty treatments (WRBCS305A)

## Nationally Recognised Training that prepares you for work:

Our courses are nationally recognised training that meets industry and vocational training competency standards.

## Course Fees

Details of Course Fees have been provided in the marketing material and on the website.

## Refunds

Refunds are only given when the college has cancelled a subject. The college cannot accept responsibility for changes in personal circumstances or work commitments which may occur after the commencement of a subject.

Requests for credit, or transfer, due to changes in personal circumstances will only be considered up to 7 days prior to the scheduled commencement date of the course and will incur a \$75 Administration fee. Requests need to be made in writing enclosing any supporting documentation. Extenuating circumstances will be carefully evaluated and considered on a case by case basis.

Each student makes a commitment to pay the fees for the course at least 14 days prior to the start date of each term, unless special arrangements have been made.

If fees have not been paid by the start of the course the College reserves the right to refuse the student access to the course until the appropriate fees have been paid.

A 10% surcharge will apply to any account that is outstanding, regardless of any special arrangement which has been entered into or not.

Hunter College of Massage always honours its student enrolments and due to flexible teaching arrangements will not cancel courses unless extenuating circumstances prevail.

The College does reserve the right to alter any of the published arrangements, either before or during the arranged course, or to engage a substitute trainer.

## Workbooks and materials

We provide all basic textbooks at the start of the course. Some other workbooks and materials for courses may be required and can be purchased as required. Distance

correspondence materials will be given to you on payment.

## Attendance

Participants are responsible for managing their attendance and attending the classes on a regular basis. 80% attendance is expected. Attendance records are kept for every class and signed off by the trainer/assessor.

Extenuating circumstances brought to the College's C.E.O. will be carefully evaluated and considered on an individual basis.

## How to have a great training experience with the College

1. Come well rested.
2. Have breakfast or a meal prior to commencing.
3. Come ready to learn – determine to leave outside concerns and work behind for these few hours.
4. Don't give people your mobile and tell them that you can be contacted during the course. This is very disruptive to the whole group. You will be asked to switch off your mobile during the training.
5. Allow plenty of time – plan to be 15 mins early.
6. Pre-read any material that we send you.
7. Wear appropriate loose and comfortable clothing.
8. Where personal protective equipment is a requirement, participants are expected to wear it.

## Our location

We are located in Edgeworth in the Newcastle environs.

## Client and Participant Services

***As a registered training organisation, we must provide these services and keep you informed:***

### ***An Information Service***

The College provides timely and appropriate information, advice and support services including;

- ***Selection and admission*** – Employers can nominate staff who will attend training. Individuals can enrol in any public course, depending on satisfying the entry requirements.
- ***Participant fees and charges, including fee refund policy*** – Fees for courses are clearly identified on promotional material and the website. Payment of fees does not mean a participant is guaranteed successful completion of a course.
- ***The College Code of Practice*** – All participants are made aware of our Code of Practice which is available on the website. We explain that as a Registered Training Organisation we must meet certain standards.
- ***Training Delivery and Assessment procedures*** Every participant, on commencement of a course will be taken through an outline of the delivery and

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assessment process. All assessments are standardized tests and meet the National Assessment Principles.

- **Complaints and Appeals procedures** – Every participant has the right to appeal assessment decisions or lodge a complaint. The procedures for doing so are outlined later in this brochure and on the website.
- **Course induction** - We talk to participants at the start of each course. We can answer questions during breaks. Don't hesitate to ask us if there is something about the training that concerns you.
- **Distance Learning Handbook** – Participants enrolled in a correspondence course will receive an additional handbook.

## **Learner Support and Assistance**

Most of our courses blend face to face workshops with self-study and individual or group coaching/mentoring. Some are short workshop.

We want you to succeed in your learning. If you are having difficulties our trainers and assessors can provide the following types of learner support assistance.

Participants are encouraged to discuss any problems or issues they may have in learning. The trainer will try to identify together with you, what issues you may face in learning and adjust the class accordingly.

Such assistance may include :

- Explanations of parts of the learning that have not been understood.
- Repeat of classes (subject to availability)
- Extra time on practicals and testing as appropriate
- Individual or group coaching subject to agreement .

**We offer guidance or welfare advice** where it is required or may refer you to other appropriate support.

It is the policy of the college that students should not practice massage before they graduate, except under fully qualified therapy practitioner supervision as part of their clinical supervision.

If students practice any skill before completion of a qualification then they do so at their own risk. The college cannot and will not be held accountable for any claim of harm to any person that may be made as a result of treatment by an unqualified practitioner.

The College always recommends that students join the appropriate associations and obtain advice on full insurance responsibilities prior to entering clinical practice.

## **Complying with legislation in our training programs**

### **Equal Employment Opportunity**

All clients and participants are entitled to, and will be given equal consideration and treated with equal respect. The College staff will in no way discriminate on

the basis of race, gender, sexual preference, belief, or age

### **Harassment**

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes

- physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse,
- distributing or displaying offensive material (pictures, cartoons etc);
- making offensive telephone calls;
- making suggestions about sexual activity or sexual favours with threats or promises
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- Isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

The College will follow up on complaints of harassment. You should first talk to the Trainer about your circumstances. There is a process to follow such complaints that is fair and meets our legal obligations. You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or an Ethnic Council.

### **Disability**

The College will make reasonable adjustments in order to cater for the needs of clients and participants who have a disability.

- Training venues and facilities where possible will be accessible.
- Correspondence learning is offered
- Support persons can attend class with you at no charge

### **Language and literacy adjustments**

- Support persons such as signers and interpreters are welcome in our classes.
- We will ensure that our training is delivered at a reasonable pace for the various types of learners in each class.
- We will use Plain English and explain terminology with practical examples.
- Assessment will be both written and practical.

### **Occupational Health & Safety**

The College trainers and assessors are aware of

- The OHS legislation as it relates to their educational environments.
- Principles and practice of effective OHS management.
- Common hazards in educational environments.
- OHS management systems, policies and procedures for reporting to the College management.

### **Evacuation**

In the case of an emergency requiring evacuation of the building during one of our courses the trainer will notify his/her class that they will be evacuating the building and follow designated procedures.

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## Participant Results

- The results of your assessments are provided where possible on the day of training. The results are signed off and forwarded to our office.
- Statements of Attainment for the accredited course are issued within 10 working days of successful completion of units.
- Please note that "Subjects" or "Modules" generally comprise several units of competency which are assessed concurrently and at the conclusion of each qualification.
- The results are entered into our databases as a long term record. They may also be forwarded to the employer.
- These records are confidential and remain the property of the College
- Participants have the right to sight their records.

## Copyright

- The College adheres to the Copyright Act.
- All course materials and software are licensed or owned by The College.

## Security

- Personal property - Participants are responsible for their own personal belongings. The College will not accept any responsibility for stolen or damaged personal property.
- Records are kept in a lockable filing cabinet in the administration offices. Only those with authority are able to access them. Participant records are not to leave the premises, except for when they are being archived.

## Training and Assessment Strategy

### Training Delivery

The College can deliver:

- Off-the-Job Training – At our college or in professional training rooms.
- On-the-job Training – On the location designated by your Company.

### Assessment Processes

All courses will be assessed against the competency standards or the assessment criteria set down for that course.

Qualifications or credentials cannot be purchased and payment for any course does not guarantee that you will achieve the competencies required or receive the qualification or credential.

### Competency Assessment results

You will be assessed as **Competent (C)** or **Not Yet Competent (NYC)**.

If the participant receives a 'NYC' they will be briefed in private as to where they need to concentrate in order to achieve competency, and given a second opportunity to undergo re-assessment. This opportunity may involve repeating sections of the course. A participant who still cannot demonstrate competency will be counseled and advised of options. This may include further training for which a fee may be payable.

### Recognition of Prior Learning (RPL)

## Assessment only pathway

Participants who believe they do not need to complete the full course can book for an assessment only process. This should be discussed with the College.

This College recognises AQF qualifications and statements of attainment issued by other RTOs.

## Participant complaints and assessment appeals procedures

All complaints and appeals must be dealt with in a constructive and timely manner.

### Steps to follow in an assessment appeal:

- 1 For testing and assessments, if the participant appeals the results, the Assessor will immediately discuss the outcome to resolve the difference and reach agreement.
- 2 If agreement cannot be reached, the participant has the right to be assessed again by the same assessor, or request that another assessor undertakes the assessment.
- 3 If agreement is still not reached, an appeals form must be completed. Then the participant and Director, or nominee, will meet to discuss the assessment. Details of the meeting will be recorded in writing and the participant informed of the decision.
- 4 If agreement still cannot be reached, and the Participant wishes to make a formal appeal, then this appeal must be heard by an independent person or panel or referred to the National Training Complaints Hotline on 1800 000 674 or email to:

[nationalcomplaintshotline@dest.gov.au](mailto:nationalcomplaintshotline@dest.gov.au)

### Steps to follow if clients or participants have a complaint with The College:

- 1 We are customer focused and want to use complaints as an opportunity to improve our services.
- 2 In the first instance, the complaint should be discussed with the relevant member of staff or the Managing Director
- 3 If not satisfied, a complaints form should be filled out and sent to the Managing Director.
- 4 Details of any meetings with the complainant will be recorded in writing and the complainant informed.
- 5 If agreement still cannot be reached, and the complainant wishes to pursue the matter it can be taken to the Department of Fair Trading or the Training Complaints Hotline.

### Our Responsibility – the College Code of Practice

The College undertakes to meet the requirements set down as a registered training organisation. Our responsibilities are set out in the Code of Practice, the Policy Manual and in this Information brochure for clients and Participants.

Mr. Eric Elbourne  
C.E.O.  
Ronin Pty Ltd T/as  
Hunter College of Massage