



nctm
**NATIONAL COLLEGE
OF TRADITIONAL MEDICINE**

Student Handbook

**“Specialists delivering education to the adult learner in
the field of Natural Health Care Sciences”**

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College Information

Welcome

Thank you for considering the National College of Traditional Medicine. We trust that our services meet your needs and expectations. Please take the time to read this guide as it contains important information regarding your course.

Who is the National College of Traditional Medicine?

The National College of Traditional Medicine is a private Registered Training Organisation. The National College of Traditional Medicine is committed to the delivery of quality training courses by offering innovative, creative and flexible training to suit the needs of students.

What is a Registered Training Organisation?

A private Registered Training Organisation means our college meets nationally agreed standards, as issued by the Victorian Registration and Qualifications Authority (VRQA) www.vrqa.vic.gov.au for our human courses only. It also means we can deliver courses under vocational education and training (VET) system.

Copies of all acts are held in the office of NCTM office and available for viewing upon request.

Vocational Education and Training

In the vocational education and training (VET) system, accreditation refers to the formal recognition of a course by a state or territory course accrediting body. Accreditation takes place in accordance with the AQTF 2007 Standards for State and Territory Course Accrediting Bodies.

An accredited course can lead to a Statement of Attainment or a qualification under the Australian Qualifications Framework (AQF). Only registered training organisations (RTOs) are entitled to issue qualifications for accredited vocational courses.

Accreditation confirms that the course

- meets industry, enterprise or community needs
- provides appropriate competency outcomes and a satisfactory basis for assessment
- meets national quality assurance requirements
- is aligned to the appropriate level of the Australian Qualifications Framework where it leads to a qualification.

The regulation of all vocational education and training in Australia is conducted under the Australian Quality Training Framework (AQTF) 2007. The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia’s vocational education and training system.

It is a condition of registration under the AQTF Essential standards for registration that all providers retain an active scope of registration at all times for each government accredited course they are delivering.

What is a scope of registration?

A scope of registration defines the particular training qualifications and services that an RTO is registered to deliver.

The National College of Traditional Medicine has scope to deliver the following

Government Accredited courses:

HLT40307	Certificate IV in Massage Therapy Practice
HLT50307	Diploma of Remedial Massage
HLT60507	Advanced Diploma of Naturopathy
HLT60107	Advanced Diploma of Western Herbal Medicine
HLT61007	Advanced Diploma of Nutritional Medicine

Course Information / Enrolment / Induction

Before or during enrolling in the course you will receive a information on:

- code of practice
- course curriculum
- Course content
- RPL Opportunities
- Fees and refund policy
- availability of learning resources
- Pre-requisites for entry into the program
- Assessment methods
- Appropriate support services
- Qualifications issued
- A current copy of the student handbook.

The National College of Traditional Medicine will ensure that training and assessment occur in accordance with the requirements of the accredited course or endorsed training package. The vocational outcomes from completing a government accredited course will be in your possessing a Nationally recognized, transferable qualification.

Why study with us?

- We care about you
- Courses are designed to meet your personal education needs
- We have Innovative, exciting courses and maintain quality course content
- Adult learning specialists with Flexible learning strategies
- Professional accreditation
- We are supportive of our participants
- Payment plans available for most courses
- We are a specialist college staffed by professional, efficient and friendly individuals
- Competitively priced courses
- You will be treated as an individual
- We provide a library to assist with your study needs
- Fully equipped kitchen
- Course numbers are limited to guarantee you receive ample attention

Fees and Charges

All relevant fees and charges relating to this course are Fee for Service and are viewable via our pricelists and on our web site.

Payment plans

In keeping with our commitment to the adult learner, we realise that payment, in full, may be restrictive in this economic climate; therefore we offer an optional payment plan. You may choose to pay in full or choose a payment plan with Ezy pay.

- ◆ Deposit of 25% of the full course (non-refundable deposit)
- ◆ Add 15% administration fee to balance
- ◆ Paid in equal payments as detailed in course information
- ◆ Conditions apply
- ◆ Please note the due dates for payments are set by the College
- ◆ Late payments incur a fee
- ◆ Payment plans must be approved by the Accounts Department prior to commencement of the course
- ◆ Any additional alterations to a payment plan will incur a fee of \$100.00

Cancellation policy

If enrolments for any course are less than the minimum required, the course may be postponed or cancelled and students will be offered a full refund.

All student fees will be refunded if National College of Traditional Medicine cancels or postpones course commencement by more than four weeks, unless alternative arrangements can be made which are acceptable to the student.

The National College of Traditional Medicine reserves the right to change scheduled dates and content of courses. In the event that this becomes necessary we will do so with the minimum amount of inconvenience to our participants.

Withdrawals

Students wishing to withdraw from their studies must advise the College in writing.

Different Procedures are applicable depending on the circumstance.

Refunds - *Please see our refund policy.*

Complete Cancellation – *Please see our complete cancellation policy.*

Leave of absence – *Please see our leave of absence policy.*

Credit/Transfer – *Please see our transfer policy.*

Deferment - *Please see our deferment policy.*

Refunds

In Class Courses - Applications for refunds for in-class courses will only be accepted if they are received, in writing. Refund terms are as follows:

1. At least **30 days** prior to course commencement - a full refund of fees paid, less an administration fee of \$200 will be returned.
2. Past 30 days and up to **14 days** prior to course commencement - a refund of 75% of the course fees paid will be returned or an administration fee of \$200, whichever is the highest.
3. Past 14 days and up to **7 days** prior to course commencement - a refund of 50% of course fees paid will be returned.
4. Students are advised to choose their course carefully as once the course has commenced no refunds apply. All monies paid for that course are non-refundable and all course fees still outstanding and payments installments plans are to be honored. However transferring is possible between courses within twelve (12) months of commencement. Students will be required to withdraw from their course and then apply for a Credit/transfer. *Please see both our withdrawal and our Credit/ transfer policy.*

Distance Learning Courses – If you have chosen to study the Distance Learning format the following policy applies:

1. Once course materials have been sent out to a student and received by the student studying by correspondence, then the course will be deemed as purchased. All monies paid for that course are non-refundable and non-transferable and all course fees still outstanding and payments installments plans are to be honored.

Complete Cancellation

- Students wishing to withdraw from their studies completely once the course has commenced must advise the College in writing.
- All monies paid for that course are non-refundable and all course fees still outstanding and payments installments plans are to be honored
- A student who withdraws from a course should complete the withdrawal form which is available from the College.
- Student forfeits all monies paid and any future application to return to the course will not be possible.

Leave of Absence

Leave of Absence refers to currently enrolled students who wish to take time off from their studies.

1. The fee is \$88.00 for a twelve (12) month period (includes GST). Payment of these fees must be made at the time of submission of the application form.
2. All National College of Traditional Medicine students are entitled to apply for a total of twelve months Leave of Absence from their course. The National College of Traditional Medicine will only approve further leave in exceptional circumstances (e.g. documented on-going illness).
3. Requests for Leave of Absence from a course must be received in writing by filling out a Leave of Absence form, stating the reasons for the Leave of Absence and the effective date of Leave of Absence will be the date on which such written notification is received.
4. The College will take into consideration the reasons for the leave of absence, the nature of the course and the student's progress to date in considering whether permission is granted to take leave of absence. Approval is not always guaranteed and some students may need to reapply for admission when they decide to return to studies.
5. Students who have applied for a Leave of Absence from their studies will have a place held for them for up to twelve months, but they are not considered to be a student of NCTM and as such cannot submit any assignments, have any assignments corrected or attended any classes.
6. Students can apply for leave generally for a period of up to 12 months. However, they are able to apply for greater than 12 months if they have exceptional circumstances and supporting documentation as evidence. A further fee of \$88.00 (incl GST) will be charged and a new leave of absence form filled out.

7. It is assumed that students who are granted Leave of Absence and who do not advise the National College of Traditional Medicine of their study intentions when requested are not returning to their studies. In these cases, the student's enrolment will be formally ended by National College of Traditional Medicine. If the student later decides to resume their studies, they will need to reapply for entry into the course and pay a re-enrolment fee of \$75.00. Reselection is not guaranteed.
8. Students must also notify the Student Liaison Officer of their intention to take up their place at least two months before their re commencement of their course of study or the offer will lapse.
9. All outstanding fees, up to and including the proposed withdrawal date need to be paid prior to leave of absence being granted.
10. Students undertaking in-class course are only entitled to return to the classes that they have missed.
11. Places in in-class courses are subject to availability and student must book themselves into the course by notifying the college in writing.
12. Students will be required to bring all their original materials issued upon commencement to their new class. New materials will not be issued. In the event that the materials have been upgraded during the deferred period, the student will be required to pay any additional cost associated with the upgraded course.
13. When requested, students who are on Leave of Absence must submit a course plan indicating what they intend to study on their return. The course plan could be a listing of subjects or an application to discontinue or take further Leave. If a student is unable to submit a course plan at this time, it is imperative that the student organises a proxy to do so on their behalf by the required date.
14. It is imperative that students notify the College of any change to their address to ensure that any course planning and re-enrolment information is received. Address details can be changed through the Student Information System
15. It is the responsibility of the student to maintain contact with the College on their status in relation to their studies.
16. Payments can be made direct to the College using credit card, cash, money order or cheque, however, cheques must be received at the College 10 days prior to due date for clearance. Dishonoured cheques will incur a 10% late fee and an additional late payment fee of \$66.00 (includes GST).

Credit/Transfers

In Class Courses and Distance Learning Courses

Applications for transfers for in-class and distance learning courses will only be accepted if they are received, in writing. Transfer terms are as follows:

1. A \$25 administration fee will be applied to all transfers.
2. Students wishing to transfer from their studies once the course has commenced must advise the College in writing.
3. Provided all course materials are returned in their original condition students will receive a credit/transfer for course fees paid less a \$50 admin fee. Postage cost of returning the materials are the responsibility of the student and are not included in the \$50 admin fee.
4. Should course materials not be in its original condition then total cost of the materials will be deducted from the original course fees paid by the student at the time of enrolment and the remaining amount will be the credit amount used for the new course. Students will be required to pay any difference in course fees when transferring to their new course.
5. Transferring is possible between courses within twelve (12) months of withdrawal from the original course enrolled in. Beyond the twelve (12) months transfers can no longer occur between programs. Exception will only be made should the college not run an alternative course (in class course only) in that time period. In this instance a transfer will be at the discretion of the CEO.
6. Students are advised to choose their course carefully, as after 12 months of commencing, we regret that no further application for credit or transfer of course fees can be accepted and all monies paid for that course are non-refundable and non-transferable and all course fees still outstanding and payments installments plans are to be honored.

Deferments

A deferral is for new students who have reserved a place but have not commenced studying their course and wish to defer starting their course until the next intake.

- The fee is \$25.00 for a twelve (12) month period (includes GST). Payment of these fees must be made at the time of submission of the application form.
- Enrolments from 1st July 2005 seeking a deferment will be charged a fee of \$25.00 (incl GST).
- All students are required to notify the college if they wish to defer from any course.

- Requests for deferment must be received in writing by the College, stating the reasons for the deferment application and the effective date of deferment will be the date on which such written notification is received.
- Remaining monies, if any, will be held for 2 years in trust for the participant to utilise by completing the course from which they deferred.
- Deferment of the enrolled course may be allowed for a period of up to twelve (12) months from the date of course commencement.
- A further twelve month extension after this date may be granted in certain circumstances. A further fee of \$55.00 (incl GST) will be charged and a new deferment form filled out.
- Payments can be made direct to the College using credit card, cash, money order or cheque, however, cheques must be received at the College 10 days prior to due date for clearance. Dishonoured cheques will incur a 10% late fee and an additional late payment fee of \$66.00 (includes GST).
- Should more than twelve (12) months pass from the date of course commencement, and the student has not made any contact, submitted any assignments or notified the college in writing of their intention to defer again and paid the deferment fee, then a re-enrolment fee of \$75.00 will be charged upon return.
- Students who have deferred their studies will have a place held for them for up to twelve months, but they are not considered to be a student of NCTM and as such cannot submit any assignments, have any assignments corrected or attended any classes.
- Students who do not attend classes (if applicable), make any contact, submit any assignments or notify the college in writing of their intention to defer again within the twelve month time frame forfeit all monies paid and if wish to re-enter the course after this time then will be charged a re-enrolment fee of \$75.00 or may have to pay full fees again.
- Students must also notify the Student Liaison Officer of their intention to take up their deferred place at least two months before their re commencement of their course of study or the offer will lapse.
- Places in in-class courses are subject to availability and student must book themselves into the course by notifying the college in writing.

- Students will be required to bring all their original materials issued upon commencement to their new class. New materials will not be issued. In the event that the materials have been upgraded during the deferred period, the student will be required to pay any additional cost associated with the upgraded course.
- It is the responsibility of the student to maintain contact with the College on their status in relation to their studies.

Student Information

The National College of Traditional Medicine incorporates adult learning principles throughout the delivery of its training programs. Students are encouraged to take responsibility for their own learning and to actively participate in the learning and assessment process.

The National College of Traditional Medicine encourages all students to:

- prepare for training sessions by completing the subject reading prior to scheduled classes;
- participate appropriately in all training sessions;
- undertake all work requirements in line with designated deadlines;
- speak with your lecturer regarding any problems you experience during your course;
- participate in evaluation activities and offer constructive feedback regarding your course;
- expect that the National College of Traditional Medicine lecturers will treat you with politeness and respect and reciprocally treat lecturers in the same manner;
- use established grievance procedures if you experience any difficulties with the National College of Traditional Medicine staff and all other avenues have been exhausted.

Access to Student Records

All individuals have a right to view their own files and may do so upon request to the College Administrator in writing.

Individual student files may include, but are not limited to, the enrolment form, copy, attendance record, record of contacts, assessment records, training materials, copies of certificates/statements of attainment issued, any notes made by the trainer/assessor about the student.

Student files may only be accessed by the CEO, College Administrator, Student Liaison Officer, Marketing / Administration Officer or trainer/assessor, for the purpose of updating

those student files, National College of Traditional Medicine management team or an auditor appointed by the Office of TRAINING AND TERTIARY EDUCATION.

Access to a file by a third party other than as above can only be provided with the written consent of the individual student.

Change of Details

Please inform your lecturer/tutor or NCTM office of any changes to your address or contact details, as outlined on the enrolment form, also inform NCTM of any other change that may be relevant to their training or status as a student. If you are unsure whether a change in details is relevant then they should check with the lecturer/tutor.

Training Environment

The National College of Traditional Medicine will comply with all laws relevant to the operation of the training/workplace premises including occupational health and safety and fire safety regulations and ensure that the training/workplace premises are of adequate size and have adequate heating, cooling, lighting and ventilation. In relation to occupational health and safety NATIONAL COLLEGE OF TRADITIONAL MEDICINE will provide, as far as practicable and based on current knowledge:

- i. Healthy and safe working conditions for all staff and students;
- ii. Define and implement safe working practices;
- iii. Provide information on control measures for hazards in the workplace.

The National College of Traditional Medicine will implement fair educational programs and geographic resource allocation practices to maximise the participation of target groups, and will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.

Access and Equity

NCTM applies access and equity principles and will provide information, advice and support services to assist students to identify and achieve their desired outcomes. This means that all of our students are entitled to the best possible training delivery. Where welfare and guidance services are required NCTM will assist you in locating an external provider.

NCTM is committed to providing an environment which is free from discrimination and harassment. Students will be provided with equal opportunity and will not be discriminated against on the basis of certain attributes as prescribed by the Equal Opportunity Act.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status or status as a carer, or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

Sexual Harassment

The National College of Traditional Medicine recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment. The objective is to ensure that where a complaint regarding sexual harassment is received, NATIONAL COLLEGE OF TRADITIONAL MEDICINE will respond appropriately, promptly and in compliance with relevant State and Federal Legislation. “Sexual harassment” is defined in the Victorian Equal Opportunity Act 1995 as when a person:

- Makes unwelcome sexual advances or an unwelcome request for sexual favours;
- Engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

Discrimination

The National College of Traditional Medicine is firmly committed to providing a working, teaching and learning environment that is free from racism. Racism not only denies a person’s fundamental human right to respect, it reduces their opportunity to gain a fair share of society’s valued resources such as education and employment.

The National College of Traditional Medicine considers that discrimination, harassment or bullying by or toward employees contractors; suppliers, teachers or students or clients are an unacceptable form of behaviour, which will not be tolerated under any circumstances.

Disciplinary Procedures

If your behaviour impacts on the performance of others within your group, the following disciplinary procedures will apply.

The Lecturer will discuss the situation with you (the student) and will try to sort out the problem.

If there is no improvement, a first written warning will be issued to you in regards to the issues.

If there is still no improvement then the following may occur, depending on the severity and impact on other students this may cause.

- You may be taken out of group training for one-on-one sessions
- You may choose not to continue with the training
- You may choose to withdraw from your course

Course Monitoring

All students are appointed a lecturer who is responsible for the delivery and monitoring of training.

Review and evaluation processes will occur at scheduled intervals over the duration of your training program. You are encouraged to provide feedback to assist us in our quality assurance process.

This will be conducted at the end of each course/qualification and may occur at the midpoint of your course also.

Language and Literacy Support

Students who feel that they may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers should discuss this with their individual lecturer.

Should you experience any difficulty that may be affecting your studies or requiring any assistance or support with language, literacy or numeracy please discuss this with your lecturer or arrange to make an appointment to meet with our CEO/College Administrator.

You may call NCTM Offices any business working day from 9.00am to 5.00pm on (03) 9312 5573.

Student Support Services

Our lecturers and Student Liaison Officer is committed to providing a range of quality services that can support and assist you in your time at the National College of Traditional Medicine.

NCTM provides confidential services to students and can help with:

- Living and studying
- Working out your career path
- Improving your academic performance and study skills
- Our students are supported during and after studies and our focus is to continually improve our educational status within the industry.

Training Delivery

Training is delivered through the utilisation of a number of training strategies.

The flexibility in training delivery incorporates options that best suit your needs:

- Self paced instruction;
- Supervised learning;
- Practical demonstration;
- Observation;
- Team/group work;
- Written activities.

Why Choose Open Learning Delivery?

There are many benefits to learners using the open learning delivery option where offered and they include:

- The ability to balance the demands of home and work more easily;
- Focus on your own individual needs as a learner;
- No distraction from class participants operating at a slower or higher rate than yourself;
- Work through units at your own pace with individual assistance from your tutor.

The competence of staff

The National College of Traditional Medicine will ensure that assessments are conducted by a person who has the following competencies from the Training Package for Assessment and Workplace Training, or demonstrate equivalent competencies:

- BSZ401A Plan assessment
- BSZ402A Conduct assessment
- BSZ403A Review assessment

The National College of Traditional Medicine will ensure that all lecturers have:

- Industry experience that is current and relevant to the particular course or modules they are assessing;
- Demonstrated vocational competencies at least to the level of those being assessed;
- Demonstrated achievement of at least Certificate IV in Assessment and Workplace Training.

Quality assurance and improvement

The National College of Traditional Medicine has clearly documented procedures for managing and monitoring all training operations and reviewing student/client satisfaction. (Refer to continuous improvement policy and procedure.)

Training Definitions

All courses are based on the principles of Competency-Based Training. Some of the common training terms you will discover are described below:

Competency is a broad concept that describes a person's ability in a range of areas.

Competency covers:

- Task skills (performing individual tasks);
- Task management skills (managing a number of different tasks within a job);
- Job or role environment skills (dealing with the responsibilities and expectations of the workplace).

Competency Based Training is aimed at providing learners with the knowledge; understanding and skills to demonstrate competence against nationally endorsed Industry Standards. It is the process of collecting evidence and making judgements on whether

competence has been achieved. This confirms that an individual can perform to the standard expected in the workplace as expressed in the nationally endorsed competency standards or on competency standards developed by relevant industry or professional groups.

Competency Standards reflect your knowledge and skill and the application of your knowledge and skill to the performance standard required in the workplace.

Standards are developed by industrial parties, based on the organisation of work, and are expressed in terms of workplace outcomes. These standards are regularly reviewed to ensure their continuing relevance to the workplace.

Competency based Assessment is a process of collecting evidence and making judgments on whether competence has been achieved.

This is based upon the learner being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed. The National College of Traditional Medicine applies four basic principles to the assessments we undertake. Our assessment methods need to be valid, reliable, fair and flexible. Our training consultants will work with you to find the best methods in which you can demonstrate your competence in the areas required.

The Assessment Process

The National College of Traditional Medicine works towards facilitating learners to achieve success through a number of strategies:

- Provision of user friendly learning resources;
- Training services that are focused on assisting the learner;
- Availability of additional support when required;
- Provision of information relating to the requirements of the course, including the assessment details;
- Developing assessment tools that are closely linked to both the training program and workplace requirements.

Objectives of the Assessment Process

The objectives of assessment process are:

- To confirm that participants have acquired the competencies identified in the learning Unit of Competencies;
- To demonstrate that participants are competent to the agreed industry standard.

Assessment methods include but are not limited to:

- * Observation
- * Practical demonstration
- * Role plays
- * Case studies
- * Projects and assignments
- * Simulations
- * Oral questioning
- * Multiple choice questions

In keeping with the principles of competency-based assessment, the determination of competence will be made on an aggregate of evidence, rather than on isolated assessment activities or events.

What evidence will be required?

Lecturers will gather evidence of competencies over the duration of the course.

Throughout each Unit of Competency there will be a variety of assessment tasks and you will be consulted during this process to ensure that your individual learning style is taken into consideration.

Assessment tasks are designed to ascertain how you are progressing with your learning and what progress you have made towards achieving the required competencies required.

Furthermore formal assessment strategies are used to consolidate the evidence bank that you have been developing.

Assessment Appeals

If you feel at any point that you have been assessed unfairly please speak to the assessor and she will discuss the decision with you. If you are unsatisfied with the decision contact the College Administrator on (03) 9312 5573. They will discuss your case with you and then investigate the assessment in detail. A second assessment will then be arranged. The result of the second assessment will determine your level of competency and be recorded in your file.

Please note that you only have a period of 30 days from the publication of assessment results to make an appeal against that result. Appeals must be in writing via the **NCTM STUDENT GRIEVANCE/APPEAL FORM**. You will be provided with a written statement of the appeal outcomes, including the reasons for the decision.

Course Completion

All courses should be completed in set timeframe. Please see each individual course learning program for exact timelines. Students will have the opportunity for a maximum of two extra years in which to complete their course if deferment is applied for.

Assignment Extensions

Assignment extension may be allowed for a period of up to six (6) weeks from the date of application. It is the responsibility of the student to contact the college two weeks prior to the new due date expiring if they are not able to meet the new deadline.

A further six (6) weeks extension after this date may be granted in certain circumstances and a new assignment extension form must be filled out.

Extensions past three (3) months will not be granted. Under these circumstances students will be required to defer from the course, a deferment form filled out and a deferment fee of \$25.00 (incl GST) made direct to the College. (Please go to deferment section for process).

Recognition of Prior Learning (RPL) / Credit Transfer (CT)

Objective

1. To maximise the recognition of a student's prior skills and knowledge.
2. At the same time, maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Definition of RPL and Definition of CT

Recognition of Prior Learning (RPL) and Credit Transfer (CT) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes

competencies gained through formal study, work experience, employment and other life experiences. Students undertaking the training programs for certificates in natural therapies are entitled to have their prior learning recognised.

Our Mutual Recognition Policy means that all AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by National College of Traditional Medicine in the form of a Credit Transfer (CT)

Students seeking recognition of prior learning will be provided with a copy of an **NCTM RPL APPLICATION FORM**. Our NCTM Trainers will assist students in the process of understanding RPL, gathering evidence and demonstrating competence.

Following your submission of an evidence portfolio and completed application form located at the end of this document the assessor will assess your current competence against the performance criteria or learning outcomes of the unit or module for which skill recognition is being sought and you will be informed of the assessment outcome.

Students may apply for RPL/RCC and supply evidence that demonstrate that they have all skills and knowledge relating to the competency. Following is the procedure.

Recognition of prior learning

1. During pre-enrolment all students are to be advised of the procedures for applying for RPL.
2. The student may then complete RPL application and provide evidence matching to each unit of competency. No fee is payable for exemptions or credit transfer applications or for advanced standing. The present fee for RPL at National College of Traditional Medicine is set at \$77 (including GST).
3. You may be asked to record on the application form the details of your past experience that is relevant to your training program. You may then be asked to attend an interview with an appropriately skilled program (RPL) Assessor who will talk to you about your current competency.
4. The Assessor will determine the most appropriate method of verifying the competencies claimed. This may include any of the following:
 - Practical demonstration.
 - A verbal or written submission
 - Collection of further evidence under direction of Lecturer/Assessor.
 - Completion of Challenge Assessment.

- Provision of Third Party evidence by employer, friend or previous associate
 - Completion of Training and Assessment units of competency
 - or any other method that meets the assessment criteria.
5. An assessment report will be provided, including, where current competence is not established, a recommended skills acquisition solution. You may be asked to provide additional information or asked to attend a second interview at a later date. Where applicable credit will be given for the relevant outcomes/units.
 6. Students that are successful in their RPL application and who meet all the requirements (i.e. who have provided adequate evidence of competency) will be able to proceed to the next module / certificate.
 7. An applicant may appeal in writing against a decision in accordance with the grievance, complaints, appeals procedure.
 8. RPL process will be finalised within 28 days of receipt of the application.

NOTE

Applications for RPL and CT MUST occur at the commencement of the student's course to ensure an appropriate Training Plan can be developed. However applications will be considered once the student's course has commenced.

Mutual Recognition

Mutual recognition ensures that all qualifications issued by other Registered Training Organizations to students enrolling with the National College of Traditional Medicine are recognised.

Students seeking mutual recognition for AQF qualifications and/or Statements of Attainments awarded by another Recognised Training Organisations must present the original documents for copying.

The copies are to be kept on the individual student's file.

The National College of Traditional Medicine reserves the right to validate the AQF qualification and/or Statement of Attainment presented for mutual recognition by contacting the issuing Registered Training.

Organisation and checking the training organisations provider number on the NTIS website for validity.

Qualifications Issued

NCTM will issue Certificates and Statements of Attainment that show the following:

- Name of the training provider as shown on the Certificate of Registration
- Name of the person receiving the qualification
- Name of the course/Training package qualification undertaken or as shown on the Scope of Registration
- Date issued
- Authorised signatory of NCTM
- Nationally recognised training logo where courses are nationally recognised
- Units of competence achieved on any certification issued in relation to courses based on national competency standards.

NCTM will also accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation.

Qualifications Issued upon Completion

Students who successfully complete all the requirements of their nationally accredited course will receive a Nationally Accredited Certificate.

Qualifications Issued Partial Completion

In cases where a student does not complete the full requirements of the course, then a Statement of Attainment for the individual Unit of Competencies successfully completed will be issued.

Grievance, Complaints and Appeals

The National College of Traditional Medicine is committed to facilitating a learning process that is both beneficial and enjoyable. The National College of Traditional Medicine will deal with all complaints, grievances and appeals effectively, efficiently, professionally and confidentially.

If you have grievances or complaints that are affecting your ability to complete your training program, it is important to let your lecturer know of your problem. Alternatively, you are encouraged to contact our CEO/Administrator at The National College of Traditional Medicine on the telephone number 03 9312 5573.

The objectives are to:

- To provide for fair, effective and open organisational response to grievances.
- To minimise personal and organisational dysfunction arising from unresolved grievances.

The grievance/complaints and appeals procedure relating to the delivery of training and/or the assessment of training outcomes, involves students initiating the following process:

1. The student should attempt to resolve the grievance/complaint immediately, with their lecturer/assessor.
2. If it is unable to be resolved at this level, the grievance/complaint can be formalised in writing and lodged with the College Administrator via the **NCTM STUDENT GRIEVANCE/APPEAL FORM**. The College Administrator will consult with all parties to attempt to resolve the issue. Any recommendations or decisions in respect of the matter will be communicated in writing.
3. If the grievance/complaint is still unresolved, it will be referred to the CEO of the National College of Traditional Medicine. The CEO will take the grievance/complaint in writing, and inform the student officially. The student will be given the opportunity to present/appeal his/her case. The CEO will commence an investigation and give a written decision, including reasons within 14 working days.

A copy of all correspondence will be kept on file at The National College of Traditional Medicine's office.

Professional accreditation

In keeping with our highest professional standards, we hold accreditation with the following leading associations:

ATMS	Australian Traditional Medicine Society
AAMT	Australian Association of Massage Therapists Ltd
AMT	Association of Massage Therapist Ltd
EMTA	Equine Myofunctional Therapists Association
CCH	Council of Clinical Hypnotherapists
SAENA	Small Animal and Equine Naturopathic Association

Marketing

The National College of Traditional Medicine will market its vocational education and training products with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

The National College of Traditional Medicine will not state or imply that courses other than those on the scope of registration are recognised under an approved training scheme or the Australian Qualifications Framework.

Handy Links

Here you will find legislation Acts such as:

1. Privacy Act: <http://www.legislation.nsw.gov.au/maintop/scanact/inforce/NONE/0>
2. Human Rights and Equal Opportunity Commission Act 1986
3. National Occupational Health and Safety <http://www.nohsc.gov.au/>

4. Literacy Net: <http://www.dest.gov.au/literacynet/>

This site contains key information about Australian adult literacy activity and links to a range of additional programs, professional development, resource, and research sites.

5. The following website is for students nationally, from workplace harassment to legal information.

<http://www.bulliesdownunder.com/website.htm>

6. Welfare and guidance assistance can be found at your local Centrelink.

<http://www.centrelink.gov.au>

CODE OF PRACTICE

Educational standards

National College of Traditional Medicine will adopt policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the interests and welfare of Students.

National College of Traditional Medicine will maintain a learning environment that is conducive to the success of trainees. National College of Traditional Medicine has the capacity to deliver the courses on the scope of registration and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

National College of Traditional Medicine will maintain systems for recording and archiving trainee enrolments, attendance, completion, assessment outcomes, recognition of prior learning, grievances, qualifications and statements of attainment issued.

National College of Traditional Medicine will treat all personal records of clients confidentially.

Course delivery

National College of Traditional Medicine will, prior to course commencement, give students all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Students will also be given access to a current copy of the course curriculum.

National College of Traditional Medicine will ensure that training and assessment occur in accordance with the requirements of the accredited course or endorsed training package and where appropriate, the Victorian Registration and Qualifications Authority guidelines for customising courses.

Staff

National College of Traditional Medicine will ensure that the responsibility for the management and coordination of training delivery, assessment (including the recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

National College of Traditional Medicine will ensure that all **Trainers** have:

- a. hold the Certificate IV in Training and Assessment (TAA40104) from the Training and Assessment Training Package,
or
- b. be able to demonstrate equivalent competencies,
or
- c. hold the Certificate IV in Assessment and Workplace Training from the superseded Training Package for Assessment and Workplace Training (BSZ98),
or
- d. be able to demonstrate that prior to 23 November 2005 they had been assessed as holding equivalent competencies to the Certificate IV in Assessment and Workplace Training from the Training Package for Assessment and Workplace Training (BSZ98),
or work under the direct supervision* of a person who has the competencies specified in a or b. or c. or d above , and be able to demonstrate vocational competencies at least to the level of those being delivered.

Note: Direct supervision is achieved when a person delivering training on behalf of the RTO has regular guidance, support and direction from a person designated by the RTO who has the trainer competencies in (i), (ii), (iii) or (iv) above and who monitors and is accountable for the training delivery. It is not necessary for the supervising person to be present during all training delivery.

National College of Traditional Medicine will ensure that all **Assessors** have:

- a. hold the following three competencies from the Training and Assessment Training Package (TAA04):
 - (a) TAAASS401A Plan and organise assessment
 - (b) TAAASS402A Assess competence
 - (c) TAAASS404A Participate in assessment validation,or
- b. be able to demonstrate equivalent competencies to all three units of competency listed in a.
or

c. hold the following competencies from the superseded Training Package for Assessment and Workplace Training (BSZ98):

- BSZ401A Plan assessment,
- BSZ402A Conduct assessment, and
- BSZ403A Review assessment, or

d. be able to demonstrate that prior to 23 November 2005 they had been assessed as holding equivalent competencies to all three units of competency listed in (iii) above.

Note: If a person does not have the assessment competencies as defined in a, b, c or d above and the relevant vocational competencies at least to the level being assessed, one person with all the assessment competencies listed in (i) (ii), (iii) or (iv) above and one or more persons who have the relevant vocational competencies at least to the level being assessed may work together to conduct the assessments.

- demonstrated vocational competencies at least to the level of those being delivered
 - demonstrated achievement of at least the following competencies
 - BSZ401A Plan assessment
 - BSZ402A Conduct assessment
 - BSZ403A Review assessment
- OR their equivalent
- industrial experience that is current and relevant to the particular course or modules they are assessing.
 - industrial experience that is current and relevant to the particular course or modules that they are involved in delivering.

Training environment

National College of Traditional Medicine will comply with all laws relevant to the operation of the training premises including occupational health and safety and fire safety regulations and ensure that the training premises are of adequate size and have adequate heating, cooling lighting and ventilation.

National College of Traditional Medicine will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Credentials and statements of attainment

National College of Traditional Medicine will issue credentials and/or statements of attainment to trainees who satisfactorily complete the requirements of the accredited courses on the scope of registration. Credentials and statements of attainment will include the provider's name, the name of the person receiving the credential, the name and number of the accredited course, the number of the credential, the date issued and the signature of the Training Manager. Where appropriate, modules completed and/or national competencies achieved will be identified.

National College of Traditional Medicine will accept and mutually recognise the qualifications and statements of attainment awarded by all other registered training organisations.

Quality assurance and improvement

National College of Traditional Medicine has clearly documented procedures for managing and monitoring all training operations and reviewing trainee/client satisfaction.

Marketing

National College of Traditional Medicine will market its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

National College of Traditional Medicine will not state or imply that courses other than those on the scope of registration are recognised by the Victorian Registration and Qualifications Authority.

Recruitment and selection

National College of Traditional Medicine will provide accurate, relevant and up-to-date information to students prior to commencement. This will include, but not be limited to:

- copy of code of practice
- scope of registration
- certification to be issued to the trainee on completion, or partial completion of the course

- competencies to be achieved during training
- assessment procedures
- arrangements for the recognition of prior learning
- grievance/appeal procedure
- facilities and equipment; and
- trainee support services
- application process and selection criteria
- fees and costs involved in undertaking training
- fee refund policy.

Enrolment of Students will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum and comply with access and equity principles.

Trainee grievances/appeals

National College of Traditional Medicine has a fair and equitable process for dealing with trainee grievances/appeals.

Recognition of prior learning

Recognition of prior learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other 'life' experience.

National College of Traditional Medicine aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

Access and Equity

NCTM applies access and equity principles and will provide information, advice and support services to assist students to identify and achieve their desired outcomes. This means that all of our students are entitled to the best possible training delivery. Where welfare and guidance services are required NCTM will assist you in locating an external provider.

NCTM is committed to providing an environment which is free from discrimination and harassment. Students will be provided with equal opportunity and will not be discriminated against on the basis of certain attributes as prescribed by the Equal Opportunity Act.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status or status as a carer, or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

Disciplinary Procedures

If a students' behaviour impacts on the performance of others within their group, disciplinary procedures will apply.

General

National College of Traditional Medicine will:

- maintain adequate and appropriate insurance including public liability and Work Cover
- advise the Office of Training and Tertiary Education in writing within 10 working days of any change to the information contained in the application for registration
- allow the Office of Training and Tertiary Education or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration
- resolve any grievances conveyed by students to the Victorian Registration and Qualifications Authority or the Office of Training and Tertiary Education fair and equitably
- in the event of National College of Traditional Medicine ceasing operations, all records of student results will be sent to the Office of Training and Tertiary Education for archiving.

Sanctions

National College of Traditional Medicine accepts that failure to meet the obligations of this code, the conditions of registration as private provider of vocational education and training or supporting regulatory requirements where applicable, may have their registration as a registered training organisation withdrawn.