



# Queensland College of Oriental Medicine

## CODE OF PRACTICE

### 1. EDUCATIONAL STANDARD

Q.C.O.M. will abide by policies and management practices which maintain high professional Standards in the marketing and delivery of vocational education and training services, and Which safeguard the interests and welfare of trainees.

Q.C.O.M. will continually provide a learning environment which is conducive to the success of Trainees and ensures that its capacity to deliver the nominated course/s in an appropriate and Adequate manner is maintained at all times.

### 2. MARKETING

Q.C.O.M. will market its courses with integrity, accuracy and professionalism.

### 3. CLIENT INFORMATION

Q.C.O.M. will provide trainees with accurate relevant and up-to-date information prior to course Commencement on the following issues:-

- I Code of Practice
- ii Admission Procedures and Criteria
- iii Refund Policies
- iv Total Costs
- v Statements of Attainment to be issued on completion or partial completion of the Course
- vi Competencies to be achieved
- vii Assessment Procedures
- viii Recognition of Prior Learning
- ix Grievance/Appeal Procedures
- x Access and Equity Policies
- xi Facilities and Equipment
- xii Occupational Health and Safety
- xiii Support Services

### 4. RECOGNITION OF PRIOR LEARNING

Q.C.O.M. will recognize anybody who can demonstrate evidence of RPL through previous training from any other RTO or through previous training, work practice and/or life skills. Trainees seeking RPL are requested to complete the Application Form provided.

### 5. GRIEVANCE/APPEAL PROCEDURES

Q.C.O.M. will have fair and equitable process for dealing with trainee's grievances/appeals. In the event that grievances cannot be resolved internally, Q.C.O.M. will advise trainees of the appropriate Body through which they can seek further assistance.

**6. ACCESS AND EQUITY**

Q.C.O.M. offers access and equity to all current and potential students and clients and will under no circumstances deny access to services on the grounds of race, colour, age or gender.

**7. QUALITY ASSURANCE**

Q.C.O.M. ensures quality of management and delivery of training. Policies and procedures are in place to monitor and evaluate all aspects of course delivery, to maintain training standards and ensure that courses remain up-to-date and relevant to industry standards.

**8. GUARANTEE**

Q.C.O.M. guarantees adherence to all elements of The Code of Practice and Policies and Procedures document

**CONDITIONS OF ENROLMENT & PAYMENT POLICIES**

**PAYMENTS DUE:**

Full payment is due prior to Course Commencement or on day of 1<sup>st</sup> Class.

Textbooks are not included in unit fee. Class notes are included in unit fee.

Deferments may be granted if applied for in writing.

Q.C.O.M. reserves the right to increase tuition fees whenever deemed necessary and refuse enrolment without necessarily giving reasons for doing so.

**STUDENT FEE PROTECTION POLICY**

**Student fees and deposits will not be accessed until such time that the specified module has commenced.**

Please refer to Q.C.O.M. refund policy document regarding refunds.

**REFUND POLICY**

Queensland College of Oriental Medicine (Q.C.O.M.) agrees to refund within 30 days without deduction, all fees where the College refuses the student's application.

Q.C.O.M. agrees to refund within 30 days, two thirds of fees paid less a \$200.00 administration charge where by reason or reasons beyond the student's control, including Acts of God, Acts of Government Authorities, civil strike and riots, the student is prevented from attending the Course.

Q.C.O.M. agrees to refund within 14 days without deduction, all fees where the College cancels the Course or where the commencement of the Course is postponed for more than four weeks.

Where the student decides to withdraw from the Course after the Course has commenced, Q.C.O.M. Will be entitled to 10 weeks notice or in lieu of notice the equivalent of 10 weeks' fees. The balance of the fees paid will be refunded to the student.

This agreement does not remove your right to take action under the Australia's Consumer Protection Laws.

If you have difficulty in understanding any aspect of our Refund Policy please contact us about your concerns –before signing the Enrolment form

### **ASSIGNMENTS & EXAMINATIONS**

*All evaluation and assessment is expressed with the statements: Competent or Not Competent.*

*If an evaluation of Not Competent is given, the student has a consultation with the trainer and other suitable arrangements for evaluation must be completed.*

**General Interest** study students need not complete assignments. Though for acknowledgement towards course accreditation, all assignments including Log Book requirements must be completed.

Each Unit requires the successful completion of:-

1. A Written Integrations Assignment: This is a paper stating a series of questions in short and long answer format. It is open book and completed at home. As the name suggests, the purpose is for you to integrate, home, the work studied in the class room. This is a low pressure, and usually enjoyable experience.
2. Applied Assignment: An example is a Case History Study or essay on a specific subject.
3. Log Book Requirements: This involves the documentation of personal, practical practice outside a class attendance. This is either the giving of a Shiatsu Therapy treatment of the practical application of Oriental Medicine Therapy in an organized study group. An example is a study group on Point Location application, the swapping of treatments with other students.
4. Practical skills are constantly being assessed during class time.
5. 80% minimum class attendance is required for each unit.

*If relative assignments for each module are not completed within a 1 month period of attending further unit of study, the student may be required to postpone further study. Also, if a time period of 6 months elapses after completion of a unit and the relative assignments have not been successfully completed, the student may be required to review a part, or the entire unit for successful recognition of completion.*

### **APPEALS POLICY AGAINST ASSESSMENT**

Student may appeal against any assessment given by Q.C.O.M.

**All appeals must be lodged in writing to Q.C.O.M. within 21 days of an assessment notification date.**

Appeals must include details of cause for appeal and must be signed and dated. All appeals will be reviewed within 14 days of lodgment date.

Students making the appeals against assessment will be notified in writing within 21 days of the appeals lodgment date.

**RPLs AND FEES FOR REVIEW**

**Q.C.O.M. will offer RPL recognition from any other RTO.Q.C.O.M. will also allow submissions of RPLs for previous study or evidence of skills attained that have not been attained from RTOs.**

Each assessment will be reviewed in a case by case approach.

A \$65.00 fee applies for non RTO RPL Assessment

**STUDENT CONDUCT**

It is the aim of this College to ensure that students' respect and care for staff, fellow students and property. Hence the College expects students to:

- \* Accept responsibility for his/her actions, developing self-discipline.
- \* Accept the guidance of each staff member.
- \* Accept and respect the rights of all fellow students (physical, emotional and spiritual).
- \* Respect the property of the school, all students and staff.
- \* Approach all school activities with a positive attitude.
- \* Behave in a courteous manner at all times.

Students must accept personal responsibility for their actions and change unacceptable behaviour.

**DRESS CODE**

For the comfort of students loose flowing clothing is required to be worn.

**SEXUAL HARASSMENT**

Sexual harassment refers to behaviour that is unwelcome, personally offensive and/or fails to respect the rights of others. Sexual harassment may include verbal, visual or physical harassment or abuse.

Sexual harassment, as defined in the Queensland Legislation, occurs when a person is subject to:

- (i) an unsolicited act of physical intimacy; or
- (ii) a request for sexual favours; or
- (iii) a remark with sexual connotations; or
- (iv) any other form of unwelcome sexual conduct where the harassment is carried out with the intention of:
  - (a) offending, humiliating or intimidating the other person or where there is

(b) reason to believe that the harassed person would see the incident as offensive, humiliating or intimidating.

- \* Sexual harassment will not be tolerated at the College. Serious offences can be grounds for instant expulsion.
- \* Complaints: any student wishing to report any instances of sexual harassment or suspected harassment may do so to the College Principal, Mr Thomas Ebejer.
- \* Confidentiality: sexual harassment is a serious matter. In the interests of all concerned,
- Complaints will be handled with sensitivity and discretion.
- \* Complaints - Resolution  
The complainant is always free to pursue the complaint further through the Anti-Discrimination Commission, if they are unhappy with the outcome of an attempt at resolution undertaken by the Complaints Officer.

Complainants must not be treated unfavourably as a result of making a complaint. Unfavourable treatment must be reported immediately.