About this Student Handbook

This student handbook outlines the policies and procedures of NHAA for all participants (students) for undertaking studies here and outside of its academy’s. As appropriate, the handbook is updated to reflect any changes in policies and procedures. All participants are expected to abide by the information within this handbook or subsequent versions of it.

Aug, 2015
Version 7.5

NHA Australia
CCF House - 1 South Road
Thebarton SA 5031

Confidentiality Statement

The information contained in this document is confidential and is distributed by NHA Australia for the purpose of developing “Industry Based Training and Assessment”. The content of this document and any attachments shall not be disclosed to any other party / entity without the written permission of the recipient of this document or NHA Australia.
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</tbody>
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1. NHAA – Natural Health Academy of Australia

Contact details:
Phone: (08) 8351 8507
Email: admin@nhaa.edu.au
Web: www.nhaa.edu.au

1.1 NHA Australia’s Natural Health Academy

NHAA has been teaching massage since 1984 and over years it has graduated thousands of competent students/therapists. The Academy only engages Master Trainers who are actively in private practice. NHAA graduates are well sought after in the Massage Industry, because the Academy not only provides comprehensive training in Tactile Therapies but has extensive supervised clinics where students can gain professional clinical experience. NHAA delivers unique training programs like Myotherapy which reflect the cutting edge of modern bodywork therapies.

NHAA provides ‘Nationally Accredited’ courses that are Government and Centrelink approved and exceed Industry standards governed by various Australian Massage Associations such as.

![Australian Association of Massage Therapists](image)

1.2 RTO National Provider Number: 4891

NHAA understands and abides by its responsibilities to ensure the health, safety and welfare at work of all the employees, students and clients. These responsibilities include but are not limited to:

- Providing safe systems of work
- Providing safe premises
- Providing information, instruction, training and supervision
- Providing a suitable working and learning environment and facilities
- NHAA has the right to reschedule any class and or subject without notice
- NHAA has the right to reschedule classes of less than six trainees to another time
- NHAA has the right to expel a student where there has been a consistent breach of student obligations and or patterns of behaviour.
- NHAA has the right to make changes to the subjects, assessments, examinations, course costs, and any other aspect of study at the Academy from time to time without notice. This ensures that the Academy is a vigorous and evolving institution which is able to meet standard and legislative requirements and look after the interests of its Students and Staff.
1.3 Responsibilities of NHAA Staff and Trainers

Staff and students have the following obligations and responsibilities:

- Following the Work Health & Safety (WH&S) policies of NHAA in accordance with the WHS Act (SA) 2012.
- Behaving in a way that prevents harm to themselves and others.
- Comply with NHAA’s ‘Code of Practice’.
- Reporting any accidents immediately.
- Not entering NHAA whilst under the influence of non-prescription drugs or alcohol.
- Refraining from entering NHAA whilst suffering from illness.
- Obtaining medical certificates whenever reasonable, possible or when required.
- Maintaining copies of required training records for the period of time required by legislation and or regulation.
- Maintaining a valid e-mail address and phone contact number.
- Attending class at the scheduled times and complying with attendance requirements.
- Presenting for assessment at stipulated times.
- Demonstrating sensitivity to the needs of others.
- Actively participate in class activities including participation with both male and female students.
- Be responsible for maintaining their own schedule of studies.
- Disclose any physical, emotional, or mental disability that may preclude them from giving or receiving a tactile therapy.
- Are expected to wear appropriate clothing, including footwear to participate in tactile therapy events.

1.4 NHAA Code of Practice

The NHAA ‘Code of Practice’ provides the basis for the good practices in the marketing, operation of, financing and administration of education and training services delivered by NHAA. NHAA is a registered training organisation in South Australia National Registration No: 4891.

1) NHAA ensures the rights of its students as consumers are supported in accordance with the laws of the relevant State or Territory and in accordance with the applicable Federal law. Please refer to our Insurance; Assurance and Consumer protection sections in this handbook for details. NHAA provides a “try before you commit” introductory subject of learning (Massage 1) to ensure all students are suitable for further training. NHAA does not engage in any contracts with students that require them to pay well in advance of a course or commit to training that they no longer wish to undertake or require.

2) NHAA adheres to the principles of Access and equity as per our handbook information and meets its legal obligations by being registered and Audited
under the Australian Skills Quality Authority which includes filing an annual Tax return.

3) NHAA is a current accredited member of the Australian Traditional Medicine Society and complies with the Australian Association of Massage Therapists standards. NHAA meets or exceeds the industry standards required by those associations. NHAA regularly meets with Employer groups to ensure that graduates are properly prepared for life in a professional Practice.

4) NHAA offers on its scope of training nationally recognised training programmes that have been endorsed by those in the Massage and Natural Therapy Industry. NHAA engages the services of Trainers who are actively involved in Professional Practice as Massage Therapists and who maintain their Industry standards as part of their professional development required by National Associations that they belong to.

5) NHAA assures its trainees the quality of training and assessment as per its training and assessment procedures detailed in this handbook. NHAA only engages the services of trainers who have industry experience and who have the appropriate TAE40110 trainer qualification equivalent or higher. NHAA undertakes an Audit annually, and regularly benchmarks and validates its delivery and assessments to ensure that the quality of training and assessment across all its operations are maintained.

7) NHAA provides an extensive publications via its website, information guides, student handbook and associated downloads to ensure that Students and prospective Students are well informed with written material before enrolling at NHAA. NHAA provides careers counselling to individually discuss an applicant’s training needs and scheduling before undertaking studies for formal qualifications. NHAA provides a “try before you commit” subject of learning (Massage 1) to ensure all students are suitable for further training or are suited for the Massage Industry.

2. Becoming a Professional Therapist in the Health Industry

2.1 Overview
If you are intending to become a professional massage/health therapist then you will need to complete a Diploma in your chosen modality as designated in the information guide or on our website.

You will need to have a Diploma and appropriate number of formal Clinic practice to obtain Health fund provider numbers so that when you become a professional Therapist you Clients can claim for your services. Health funds in the main recognise the HLT50307 (as modified from time to time) Diploma of Remedial Massage so NHAA recommend that Diploma to provide the best opportunity for universal recognition. Other Diplomas such as Reflexology and Aromatherapy are only recognised by some Health Funds and or Associations. NHAA recommend that where specific disciplines or skills are sought that the Student undertakes dual Diplomas if they required obtaining specific health fund provider status.

These programmes are accredited by ASQA (Australian Skills Quality Authority) as well as leading professional associations such as but not limited to ATMS and AAMT.

Students should note that Health Fund providers and Associations may require additional hours of Clinic Training over above the requirements needed to obtain a nationally recognised qualification. While NHAA are committed to assisting Students in meeting these requirements NHAA make no commitment and or representations in relation to the provision of further Clinic Training to meet the requirements of Health fund providers and or Associations as requirements vary and may change from time to time, all being matters that are beyond the scope and control of NHAA.

2.2 Further requirements

Other massage Associations such as but not limited to, ATMS (Australian Tradition Medicine Society) and prospective employers often require considerable hours of clinical experience and training that must be delivered face to face. It is important to note that this experience cannot be obtained by watching DVD’s or in only undertaking clinical studies.

NHAA provides supervised clinics enabling Students to obtain the clinical experience required by industry, professional associations, health funds and or employer groups.
3. Courses Offered by NHA Australia’s Natural Health Academy

3.1 HLT40312 (current at the time of writing) Certificate IV in Massage Therapy Practice

This qualification consist of **15 Units on Competency**, these are broken down into 10 Common Units & 5 Specialists) Units.

The alignment between the units of competency and subjects of learning for Certificate IV in Massage Therapy Practice appears in the following table and is correct at the time of this version of handbook.

<table>
<thead>
<tr>
<th>Subject Code</th>
<th>Subject Name</th>
<th>Unit(s) of competency</th>
<th>Unit(s) Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;P1 &amp; SA1</td>
<td>Anatomy &amp; Physiology 1 &amp; Structural Anatomy 1</td>
<td>HLTCOM408D</td>
<td>Use specific health terminology to communicate effectively</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTAP401B</td>
<td>Confirm physical health Status</td>
</tr>
<tr>
<td>ECA</td>
<td>Effective Clinical Administration</td>
<td>HLTCOM406C</td>
<td>Make referrals to other health care professionals when appropriate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BSBWOR203</td>
<td>Work effectively with others</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTCOM405D</td>
<td>Administer a practice</td>
</tr>
<tr>
<td>CH&amp;S</td>
<td>Clinical Health &amp; Safety</td>
<td>HLTWHS300A</td>
<td>Contribute to WHS processes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTIN301C</td>
<td>Comply with infection control policies and procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTIR301C</td>
<td>Communicate and work effectively in health</td>
</tr>
<tr>
<td>RM1 &amp; RM2 &amp; SSC1</td>
<td>Relaxation Massage 1 &amp; Relaxation Massage 2 &amp; Supervised Clinic 1</td>
<td>HLTREM401D</td>
<td>Work within a massage framework</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTCOM404C</td>
<td>Communicate effectively with clients</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTREM406C</td>
<td>Provide the massage treatment</td>
</tr>
<tr>
<td>SM1 &amp; MYOT 1</td>
<td>Sports Massage 1 &amp; Myofascial Therapy 1</td>
<td>HLTREM407C</td>
<td>Plan massage treatment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTREM408C</td>
<td>Apply massage assessment framework</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTREM409C</td>
<td>Perform massage health assessment</td>
</tr>
<tr>
<td>CFA</td>
<td>Clinical First Aid</td>
<td>HLTAID003</td>
<td>Provide first aid</td>
</tr>
<tr>
<td>SSC1</td>
<td>Supervised Clinic 1</td>
<td>All Units</td>
<td></td>
</tr>
</tbody>
</table>

**Please note:**
To be eligible for the HLT40312 Certificate IV in Massage Therapy Practice qualification, candidates must be deemed competent in ALL of the above units of competency.
3.2 HLT50307 (current at the time of writing) Diploma of Remedial Massage

This qualification consists of 14 Units on Competency, these are broken down into 11 Core Units and 3 Elective Units.

The alignment between the units of competency and subjects of learning for Diploma of Remedial Massage appears in the following table (plus the units listed in the previous table for Certificate IV in Massage Therapy Practice).

<table>
<thead>
<tr>
<th>Subject Code</th>
<th>Subject Name</th>
<th>Unit(s) of competency</th>
<th>Unit(s) Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;P2 Patho</td>
<td>Anatomy &amp; Physiology 2 &amp; Pathophysiology</td>
<td>HLTAP501C</td>
<td>Analyse health information</td>
</tr>
<tr>
<td>MAP</td>
<td>Manage a Practice</td>
<td>HLTCOM503D</td>
<td>Manage a practice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTHIR506C</td>
<td>Implement and monitor compliance with legal and ethical requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTSHU509C</td>
<td>Maintain personal health and awareness as a professional responsibility</td>
</tr>
<tr>
<td>MH&amp;S</td>
<td>Manage Health &amp; Safety</td>
<td>HLTWH5401A</td>
<td>Maintain workplace WHS processes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTHS501C</td>
<td>Manage the control of infection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTTH501C</td>
<td>Maintain an effective health work environment</td>
</tr>
<tr>
<td>MYO/CST 3 &amp; 4</td>
<td>MYO/CST SPECIALIST</td>
<td>HLTREM502C</td>
<td>Provide remedial massage treatment</td>
</tr>
<tr>
<td>TPT1</td>
<td>MYO/CST 3</td>
<td>HLTREM503C</td>
<td>Plan remedial massage treatment strategy</td>
</tr>
<tr>
<td>TPT1 &amp; SM2 &amp; TPT2</td>
<td>MYO/CST 4</td>
<td>HLTREM504C</td>
<td>Apply remedial massage assessment framework</td>
</tr>
<tr>
<td></td>
<td>Trigger Point Therapy 1</td>
<td>HLTREM505C</td>
<td>Perform remedial massage health assessment</td>
</tr>
<tr>
<td></td>
<td>SPORTS SPECIALIST</td>
<td>HLTREM510B</td>
<td>Provide specialised remedial massage treatments</td>
</tr>
<tr>
<td></td>
<td>Trigger Point Therapy 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sports Massage 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trigger Point Therapy 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LD1</td>
<td>Lymphatic Drainage 1</td>
<td>HLTREM513B</td>
<td>Provide Remedial Massage Treatment to Athletes</td>
</tr>
<tr>
<td>SSC2</td>
<td>Supervised Clinic 2</td>
<td>All units</td>
<td></td>
</tr>
<tr>
<td>DPE &amp; SRM</td>
<td>Develop Professional Expertise</td>
<td>HLTCOM502C</td>
<td>Develop professional expertise</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CHCORG428A</td>
<td>Reflect on and improve own professional practice</td>
</tr>
</tbody>
</table>

Please note:
To be eligible for the Diploma of Remedial Massage (HLT50307) qualification, candidates must be deemed competent in ALL of the above units of competency including any and all Pre-Requisites units required.
3.3 HLT51712 (current at the time of writing) Diploma of Reflexology

This qualification consist of **21 Units on Competency**, these are broken down into 17 Core Units & 4 Elective Units.

The alignment between the units of competency and subjects of learning for Diploma of Reflexology appears in the following table (plus the units listed in the previous table for Certificate IV in Massage Therapy Practice):

<table>
<thead>
<tr>
<th>Subject Code</th>
<th>Subject Name</th>
<th>Unit(s) of competency</th>
<th>Unit(s) Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;P2 Patho</td>
<td>Anatomy Physiology 2 &amp; Pathophysiology</td>
<td>HLTAP501C</td>
<td>Analyse health information</td>
</tr>
<tr>
<td></td>
<td>Manage a Practice</td>
<td>HLTCOM503D</td>
<td>Manage a practice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTHIR506C</td>
<td>Implement and monitor compliance with legal and ethical requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTHU509C</td>
<td>Maintain personal health and awareness as a professional responsibility</td>
</tr>
<tr>
<td>MAP</td>
<td>Manage Health &amp; Safety</td>
<td>HLTWHS401A</td>
<td>Maintain workplace WHS processes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTI504D</td>
<td>Manage the control of infection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTHIR501C</td>
<td>Maintain an effective health work environment</td>
</tr>
<tr>
<td>MH&amp;S</td>
<td>Manage Health &amp; Safety</td>
<td>HLTREF501B</td>
<td>Work within a reflexology framework</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTREF502C</td>
<td>Prepare for a reflexology treatment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTREF503C</td>
<td>Provide reflexology treatment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTREF504B</td>
<td>Monitor and evaluate reflexology treatments</td>
</tr>
<tr>
<td>Reflex 1 and 2 &amp; OR1</td>
<td>Reflexology 1 &amp; 2 &amp; Oriental Reflexology</td>
<td>HLTCOM502C</td>
<td>Develop professional expertise</td>
</tr>
<tr>
<td>SSC2</td>
<td>Supervised Clinic 2</td>
<td>All units</td>
<td></td>
</tr>
<tr>
<td>DPE &amp; SRM</td>
<td>Develop Professional Expertise</td>
<td>CHCORG428A</td>
<td>Reflect on and improve own professional practice</td>
</tr>
</tbody>
</table>

**Please note:**
To be eligible for the Diploma of Reflexology (HLT51712) qualification, candidates must be deemed competent in ALL of the above units of competency including any and all Pre-Requisites units.
### 3.4 HLT51407 (current at the time of writing) Diploma of Aromatherapy

This qualification consists of **12 Units on Competency**, these are broken down into 10 Core Units & 2 Elective Units.

The alignment between the units of competency and subjects of learning for Diploma of Aromatherapy appears in the following table (plus the units listed in the previous table for Certificate IV in Massage Therapy Practice).

<table>
<thead>
<tr>
<th>Subject Code</th>
<th>Subject Name</th>
<th>Unit(s) of competency</th>
<th>Unit(s) Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;P2 Patho</td>
<td>Anatomy &amp; Physiology 2 + Pathophysiology</td>
<td>HLTAP501C</td>
<td>Analyse health information</td>
</tr>
<tr>
<td>MAP</td>
<td>Manage a Practice</td>
<td>HLTCOM503D</td>
<td>Manage a practice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTHIR506C</td>
<td>Implement and monitor compliance with legal and ethical requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTHSU509C</td>
<td>Maintain personal health and awareness as a professional responsibility</td>
</tr>
<tr>
<td>MH&amp;S</td>
<td>Manage Health &amp; Safety</td>
<td>HLTWHS401A</td>
<td>Maintain workplace WHS processes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTI504D</td>
<td>Manage the control of infection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTHIR501C</td>
<td>Maintain an effective health work environment</td>
</tr>
<tr>
<td>AT1 AT2 AT3</td>
<td>Aromatherapy 1 Aromatherapy 2 Aromatherapy 3</td>
<td>HLTARO507B</td>
<td>Analyse and compare different complementary health modalities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTARO509B</td>
<td>Plan a specialised aromatherapy treatment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTARO510B</td>
<td>Monitor and evaluate aromatherapy treatments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTARO511C</td>
<td>Provide specific aromatherapy assessment and care</td>
</tr>
<tr>
<td>LD1</td>
<td>Lymphatic Drainage 1</td>
<td>HLTREM513B</td>
<td>Provide Remedial Massage Treatment to Athletes</td>
</tr>
<tr>
<td>SSC2</td>
<td>Supervised Clinic 2</td>
<td>All units</td>
<td></td>
</tr>
<tr>
<td>DPE &amp; SRM</td>
<td>Develop Professional Expertise</td>
<td>HLTCOM502C</td>
<td>Develop professional expertise</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CHCORG428A</td>
<td>Reflect on and improve own professional practice</td>
</tr>
</tbody>
</table>

**Please note:**

To be eligible for the Diploma of Aromatherapy (HLT51407) qualification, candidates must be deemed competent in **ALL** of the above units of competency including any and all Pre-Requisites units required.
### 3.5 HLT41212 (current at the time of writing) Certificate IV in Ayurvedic Lifestyle Consultation

This qualification consists of **14 Units on Competency**, these are broken down into 10 Common Units & 4 specialisation Units.

The alignment between the units of competency and subjects of learning for Certificate IV in Ayurvedic Lifestyle Consultation appears in the following table.

<table>
<thead>
<tr>
<th>Subject Code</th>
<th>Subject Name</th>
<th>Unit(s) of competency</th>
<th>Unit(s) Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;P1 &amp; SA1</td>
<td>Anatomy &amp; Physiology 1 &amp; Structural Anatomy 1</td>
<td>HLTCOM408D, HLTAP401B</td>
<td>Use specific health terminology to communicate effectively, Confirm physical health Status</td>
</tr>
<tr>
<td>ECA</td>
<td>Effective Clinical Administration</td>
<td>HLTCOM406C, BSBWOR203, HLTCOM405D</td>
<td>Make referrals to other health care professionals when appropriate, Work effectively with others, Administer a practice</td>
</tr>
<tr>
<td>CH&amp;S</td>
<td>Clinical Health &amp; Safety</td>
<td>HLTWHS300A, HLTIN301C, HLTHIR301C</td>
<td>Contribute to WHS processes, Comply with infection control policies and procedures, Communicate and work effectively in health</td>
</tr>
<tr>
<td>AYU1, AYU2, AYU3, AYU4</td>
<td>Ayurveda 1, Ayurveda 2, Ayurveda 3, Ayurveda 4</td>
<td>HLTAYV414D, HLTAYV412C, HLTAYV404D, HLTAYV406C</td>
<td>Work within an ayurvedic framework for lifestyle consultation, Provide ayurvedic lifestyle consultation, Provide ayurvedic advice on nutrition, Provide ayurvedic relaxation massage treatment</td>
</tr>
<tr>
<td>CFA</td>
<td>Clinical First Aid</td>
<td>HLTAID003</td>
<td>Provide first aid</td>
</tr>
<tr>
<td>SSC1</td>
<td>Supervised Clinic 1</td>
<td>All Units</td>
<td></td>
</tr>
</tbody>
</table>

**Please note:**

To be eligible for the HLT41212 Certificate IV in Ayurvedic Lifestyle Consultation qualification, candidates must be deemed competent in ALL of the above units of competency including any and all Pre-Requisites units required.
4. Enrolling in NHAA’s Courses

4.1 How to Enrol

Course application form can be collected from either reception, or downloaded from our website at [http://nhaa.edu.au/](http://nhaa.edu.au/). NHAA will assess your application information and contact you to confirm enrolment details and payment of tuition fees. Before you enrol you must:

- Review the student handbook
- Review the course and subjects of learning in the NHAA course information book
- Review fees and class schedules
- Review Recognition of Prior Learning (RPL) information if applicable
- Book an interview with a NHAA careers counsellor. Dependant on circumstances interviews are usually conducted face to face but may in approved circumstances be conducted by telephone.
- Provide an enrolment application which provides your details and accepts that you will abide and be bound by the NHAA policies, terms and procedures (as may be amended from time to time)

4.2 Enrolment Procedure

4.2.1 Admission Procedures

- Students applying for enrolment with the Academy must have literacy standards equivalent or better to year twelve Australian standard.
- Mature age applications are welcomed. Students must meet or exceed (LLN) Language, Literacy and Numeracy standards (see designated section in this handbook).
- Students whose first language is not English should note that strong English language proficiency is required to successfully complete studies. As a guide, NHAA requires students to have a minimum of IELTS 5.5.
- The Academy reserves the right as a private provider to decline any application for its courses or qualification on offer without reason at its sole discretion.

Please note:
It is a requirement that all students have a valid email address and access to the internet to enrol, conduct their courses and to enable the Academy to contact them.

4.2.2 Enrolments

- Please read the copy of the Academy Information Guide, this Student Guide, our fee guide and our course timetable (available to download in PDF format).
- Fill in the enrolment form and sign the reverse side or, preferably, fill in the online form. Filling in the form will certify that you agree to and will be bound to the
Academy Policies & Procedures as detailed in this handbook. You must tick the box required in relation to this matter or your enrolment may not proceed.

- If you are not sure of any aspect of the Handbook then please contact our careers counsellor for clarification.
- Consult the timetable scheduler for the subjects of your choice.
- Phone to make an appointment for an interview with the careers counsellor who can help plan your studies.
- Full-time students need to enclose two passport photographs.
- You are not enrolled unless NHAA receives a properly completed enrolment form and you have paid in full for your first subject of learning (usually massage 1).
- It is a condition of enrolment that if a training program is superseded with a new government training package or Qualification upgrade then currently enrolled students will have 12 months to complete their studies under the superseded Qualification. After that time all students will be required to upgrade to the new qualifications or units of competency. This is in accordance and a requirement with SNR 25 of the NVR standards.
- Support services are available through the careers counsellor.

4.2.3 Disability Disclosure and Special Needs

Any prospective student must disclose and discuss any physical, emotional or mental disability or special needs with the careers counsellor before the commencement of their chosen course or subject, so appropriate advice can be given. NHAA are here to assist applicants make informed career choices.

Where a student is uncertain as to the extent of the disability/special need or the extent to which it may preclude them from giving or receiving Tactile Therapy, (e.g. massage), or participating in examination/assessment processes then appropriate advice must be sought from the Academy counsellor before commencement of classes. In some cases a physician’s clearance may be required and other parties may be consulted with those with special needs. By way of non-exclusive example those who are blind may not be precluded from applying to NHAA for safety and or other reasons but there are degrees of constraints of any disability and NHAA would like to work proactively with Students in such cases.

NHAA needs to ensure that the applicant is able to cope with the academic rigor and physical performance of any tactile therapy in class or clinic. NHAA are required to ensure that no harm or duress occurs to a student. NHAA is committed to Occupational Health and Safety and well-being of its students.

Please note:
The Academy reserves any and all right(s) to refuse any enrolment at its sole discretion and without reason where NHAA considers it will impose hardship on the Academy, its staff or the prospective student; or in any way may compromise the occupational health & safety rules & regulations or the health of the applicant/student.
4.3 Distance Education Subjects

Some subjects at NHAA may be offered by Distance education (home study). These are designated on the fee schedule and course information book. Subjects may require compulsory attendance for tutorials. Anatomy & Physiology has support tutorials that are scheduled on a regular basis. A&P is also supported by online portal for ease of completion.

4.4 Organisation of Modules of Learning

- NHAA trains in subjects/modules of learning which leads to units of competency as listed in the information guide. Units of competency are trained over a variety of subjects and all subjects need to be completed to obtain those units of competency.
- Once you have enrolled and paid for your first subject (usually Massage 1) you may list for further subjects of learning. Payment for these classes will be in accordance with our fee and refund policy section.
- Certificate IV subjects are generally undertaken before the Diploma subjects of learning but in some cases Diploma subjects may be trained at the same time, providing subject pre-requisites are met (see course information booklet).
- NHAA has a careers counsellor who can generally assist you in the programming of studies to suit your needs.

4.5 Commencement, Duration and Time Commitment of Courses

- Dates, times, duration of subjects of learning is listed in the Academy timetable (as modified from time to time). NHAA reserves all rights to modify and or change dates, times, duration and delivery method of any subjects or courses with or with or without notice at its sole discretion. Each subject is trained in blocks of training and this may vary between subjects. By way of example MYO/CST 1 is generally trained over 5 days but Massage 2 and most other subjects are generally trained over 4 days.
- Distance education courses have support tutorials that are scheduled at various times throughout the year. Manage Health and Safety may have compulsory tutorials whereas some others may not. Irrespective of mandatory or not it is highly recommended that all tutorials be attended.

Please note:
It is a requirement that Supervised clinic must be commenced immediately after completion of the subject Massage 2. No further subjects may be enrolled in or undertaken at NHAA until this requirement is reasonably met.
5. Facilities at NHAA

5.1 Library Facilities

NHAA has a non-lending library for student use. Most courses include a set of notes or training manuals and therefore do not require you to purchase extra texts or manuals unless specifically indicated.

5.2 Disability Facilities

Classrooms are all wheelchair accessible and there is access to a disable toilet on the premises.

5.3 Tea Room Facilities

There is a cafeteria that is open 6 days a week and also a small kitchen available for student use. Facilities include a sink, a microwave oven and filtered drinking water and vending machines.

5.4 Filtered Water

Filtered water is available to all students in the tea room.

5.5 Toilet Facilities

Male and female toilets and showers are available to all students.

5.6 Hand Washing Facilities

Hand washing facilities are located in the toilets. Anti-bacterial hand wash is provided for student use as are paper towels.

5.7 First Aid

NHAA has a compliant First Aid kit and officer. All teacher/trainers have their First Aid qualifications.

5.8 Free Car Parking

A free car park is generally available to all students (depending on whether car park is full). The car park belongs to the CCF but is available to all NHAA students. There is also additional car parking along Webber St and further parking is available a short distance away at the sporting facility on South Road (correct at the time of writing of this document).
6. Student Support Services and Insurance

6.1 Student Support

NHAA is committed to student success and that courses are delivered in an enjoyable professional manner. We accomplish this by:

- Engaging Professional and Team Support - All aspects of our program are designed to meet Australian standards and are targeted to the student progressing to become a successful professional. We are committed to partnering in your success.
- Providing assistance and advice - Should you need any assistance, we’ll be happy to provide further information and utilise the knowledge of our trainers and or support staff. If your enquiry is more detailed in nature students can arrange to schedule interviews to assist them by way of further discussion with our careers counsellors and or specialists.

6.2 Access to Records

NHAA ensures current enrolled student records are available to students on reasonable request by the students. No student information will be made available to third parties without the trainee’s written permission unless required by law and or regulation. The majority of personal information can be accessed readily and immediately in cases of emergency.

Students requesting duplicate copies of academic transcripts or statements of attainment can expect a minimum processing period of 5 working days from making application and an administration fee of $150.00 (current at the time of writing and subject to change without notice) will be applicable to cover administrative costs.

6.3 Insurance

All Students at NHAA are covered for injury (public liability) or damage that they may accidentally cause whilst attending at the Academy classes and clinics.

Students who undertake any activities or work off-campus not specifically sanctioned by NHAA or charge monies for their services are strictly not covered by the NHAA’s insurance policy and must negotiate their own Professional Indemnity and Public Risk insurance.

It is recommended by NHAA that students should only commence professional work once they have been issued their professional qualification and provider numbers, i.e. a Diploma.

6.4 Assurance

NHAA does not take monies/fees for courses well in advance for their delivery so in the event of an unforeseen and or unavoidable situation occurring students are not financially disadvantaged by having paid for whole courses or semesters.
6.5 Consumer Protection

It is important that our students rights as a consumer are protected. If there are any issues with the way NHAA conducts its operations which cannot satisfactorily be resolved under the NHAA appeals and grievance procedures then the Student is at liberty to contact.

CONSUMER AND BUSINESS SERVICES – Consumer Advice
Level 4, Chesser House, 91-97 Grenfell St,
Adelaide SA 5000
Phone: 08 8204 9769
Web: www.ocba.gov.au

Or

AUSTRALIAN GOVERNMENT SKILLS QUALITY AUTHORITY
Phone: 1300 701 801
Web: www.asqa.gov.au

NHAA has a “Try before you commit” introduction to Massage (Massage 1) in which prospective students can determine whether future trainings are going to be suitable for them. NHAA does not engage in any contracts with students that require them to pay in advance, other than normal prepayment for courses about to be delivered. NHAA do not wish to have Students commit to training that they do no longer require or wish to proceed with.

6.2 Careers Counselling

NHAA provides a careers counsellor(s) who can provide a student with advice on:

- Available career options within the Massage Industry
- Advice on scheduling and programming of studies
- Advice on fee options and methods of payment
- Advice on Disability or special needs
- Advice on Recognition of Prior learning application
- Advice on preparation for a career within the massage industry
- Referral recommendations to those who may need counselling for personal issues

6.3 Quality Assurance

NHAA is audited by ASQA the national Vet regulator, and is also self-audited on a 6 monthly.
7. RPL/RCC (Recognition of Prior Learning/Current Competency)

7.2 RPL Procedure

1. Students are informed of NHAA’s RPL policy prior to enrolment. This information is contained on the website and must be downloaded as a separate document to the Student Handbook.

2. Students who wish to apply for RPL are provided with an opportunity to discuss their RPL requests with administration before they make a formal application. There is no fee for that informal conversation.

3. **Students requiring RPL must apply for RPL before enrolling in a NHAA. Once enrolled at NHAA RPL will not be accepted.**

   This to ensure that there is no misunderstanding of training required to take place and that the training undertaken by the student is at the appropriate level commensurate with their skills and knowledge.

4. Applicants must apply for RPL using the appropriate RPL Form, providing evidence to support their claims. The application must be accompanied by an administration fee of $150.00 per subject OR Unit of Competency (as may be amended from time to time), depending on the course the student is applying RPL for.

5. Initially the RPL assessor will assess the application based on the evidence submitted. The assessor may request further supporting evidence and or a demonstration which may include the sitting of the relevant assessment. RPL applications should consider that evidence submitted must be adequate in terms of authenticity, validity, reliability, currency or sufficiency.

6. The student will be advised in writing of the outcome of the RPL application within 2 weeks making application or providing requested information whichever is the latter. If unsuccessful, the student may appeal the decision using the appeals process.

7. A RPL fee of 50% of the current subject or unit costs will be required to be paid in full before any RPL recognition or qualification is issued. Where an RPL application is successful and recognition or qualification is issued, 1/3rd of the RPL application fee, only where previously paid in full, shall be refundable to the applicant on written request for that subject or unit.

8. If the RPL is successful, and the appropriate fee(s) have been paid, the competencies that have been recognised will be recorded under ‘RPL’ on the Transcript of Competencies Achieved or Statement of Attainment, where applicable.

7.2 Recognition of Qualifications from other RTO’s

Under the NVR Standards covered within the ‘Vocational Education and Training Regulator Act 2011’, NHAA will honour its obligation to recognise and accept ‘Statements of Attainment and Qualifications’ issued by any other RTO registered within the (AQF) Australian Qualification Framework.

Competencies that have been awarded by other RTO’s will be recorded on the student’s file, Transcript of Competencies Achieved or Statement of Attainment, where applicable as ‘CT’ Credit Transfer.

However if a student has qualifications that do not contain the pre-requisites for undertaking subjects of learning that are required for advanced learning then they will be required to undertake those pre-requisite subjects.
8. Records Management

8.1 Student Records Management

In Accordance with Standards for NVR Registered Training Organisations 2011, NHAA keeps complete and accurate records of attendance and progress of students, as well as financial records that reflect payments, charges and balances due.

NHAA stores physical records such as class lists and student assessment records. In accordance with SNR standards, all electronic records are stored on our database for as a minimum the period required by law or regulation. The electronic database is backed up onsite and offsite for secure and reliable data storage. Records are further archived beyond the periods required and may be retrieved for a fee.

Where at any time the student makes a request for a refund, RPL, appeal or registers a complaint or injury, all details and the outcomes will be recorded on their file.

8.2 Access to Student Information

8.2.1 Application

At the time of initial enrolment, a new student record is created as a file which is transferred to an electronic Database. Subsequent enrolments in further subjects or units are updated on the student’s record.

8.2.2 Fees and Refunds

Refund policies are as outlined by the NHAA policies and procedures relating to this matter (as may be amended from time to time)

8.2.3 Results and Certification

Results and certification will be recorded at the appropriate time after the completion of the subject and or unit. The record includes any assessments results completed portions and or any outstanding requirements or resubmissions.

At the completion of the subject, trainers provide their class rolls and the outcomes of assessment to administration so that attendance and assessment results are recorded.

Certificates and or qualifications are processed in batches and where applicable will be made available to Students only after all administrative checks and recordings have been properly performed.
8.3.4 Client Access to Student Records

NHAA will make student records available to students upon reasonable request; however, requests must be made in writing and by the student directly. No student information will be made available to third parties without the student’s express supported written consent other than as may be required by law or regulation.

Students requesting duplicate copies of academic transcripts or statements of attainment can expect a processing period of a minimum of 5 working days and will be subject to an administration fee.

9. Certification Issuance

9.1 Qualification Certification

Where a student completes a qualification, they are eligible to receive a Certificate and Transcripts of Academic Competencies Achieved under the Australian Qualifications Framework (AQF) with the National Registered Training stamp on them. This is proof that the qualification is a nationally accredited qualification.

NHAA will issue Qualifications and Statements of Attainment that meet the requirements of the SNR Implementation Handbook and the endorsed Health Training Package(s) within its scope of registration.

Certificates and a Transcript of Academic Competencies Achieved are processed and issued in batches upon completion of a qualification.

Statements of Attainment can be issued upon request and may be issued as a partial completion for the portion of the qualification achieved to date, i.e. Diploma of Remedial Massage.

Please note:

Statements of Attainments and Qualifications are generated in batches at various times and will only be issued once full payment has been finalised.
9.2 Statements of Attendance and Completion

When a student has completed a subject of learning and passed the will have their records amended to confirm they have achieved a Statement of Completion. Where a student has completed a number of subjects of learning that lead to a unit or units of competency they will only have recorded Statements of Completion for those units of competency completed.

Please note that in most instances a number of subjects of learning are required to attain a unit or /units of competency. NHAA trains qualifications in a holistic delivery method which requires certain under pinning knowledge and skills which must be completed before competency can be achieved.

10. Student Conduct, Plagiarism and Disciplinary Procedures

10.1 Course Attendance

It is the Students responsibility to make themselves aware of all the course dates prior to enrolment. Students are responsible for maintaining satisfactory course attendance and results. Failure to do so may compromise the training hours required and the requirements for those on Centrelink benefits.

Please note:

Student attendance is required at all timetabled activities
ATTENDANCE IS A CONDITION OF ENROLMENT
Students are required and expected to attend 100% of class time.

10.2 Course Progress

It is the Student’s responsibility to ensure they have successfully completed all pre-requisites for each subject before the commencement of that subject. Students should report to their trainer before class if there is any reason why the student should not give or receive a massage/fitness program in any given class.

The Student acknowledges and gives approval that they are required to give and receive massages by both females and males. This further also applies to the required student clinic.

10.3 General Misbehaviour

NHAA reserves the right to discipline students for breaches of NHAA rules and general misbehaviour. NHAA reserves the right to suspend or expel any student from NHAA. Wilful damage to NHAA property or damage caused by a student's negligence will be recoverable from the Student and the student acknowledges that they are liable for all costs and losses relating to such damage.
10.4 Medical Conditions and Special Needs

It is the Student’s responsibility to advise both NHAA Administration and every class trainer, at any stage of their program, if they have a medical condition (including pregnancy). It should be noted that some medical conditions may contra-indicate or potentially put the student at risk by participating in any class or training session they may be scheduled to undertake at NHAA.

Notification includes any and all pertinent matters such as but not limited to a student’s medical condition changes or where a student falls pregnant. Where a Student has any doubt it is the Student’s responsibility to asking NHAA and or their trainer(s) what is involved with the forthcoming class or training session. It is strongly recommended that Students seek independent medical advice from a qualified practitioner prior to the commencement or continuation of their studies at NHAA if they have any doubts.

For purposes of appropriate record keeping, and staying informed of student’s conditions, NHAA requires Students to provide updated copies of their medical records and/or clearance advice to administration. It is the Student’s responsibility to advise NHAA if they have any special learning needs, to see if these can be accommodated, prior to enrolling. These needs may include but are not limited to language, literacy, numeracy and disability special needs.

10.5 Personal Property

The Student will release and hold harmless NHAA, its owners, staff, and trainers in respect to any claims and or property losses that may be sustained whilst they are participating in attending any course and or activity for whatever reason.

10.6 Mobile Phones and Electronic Equipment

While on campus and clinic, students are expected to switch their mobile phones to silent/vibrate during all lectures and training sessions. Students should use personal mobile phones only during scheduled breaks or lunch periods and in non-working areas.

NHAA are of the strict view that disturbance to the training of other students in not acceptable and that the use of mobile devices can create such a situation or be a safety risk therefore any continual breach of policy regarding mobile devices may make the Student liable to disciplinary action.

NHAA is not liable for the loss of personal mobile phones brought onto the campus or an external training facility.

On the unusual occasion of an emergency or anticipated emergency that requires immediate attention, the call may be taken but only outside the classroom or training area. Students caught using a mobile devices on campus during an exam period, will automatically be disqualified from their examination and marked Not Yet Competent or worse case be expelled from the course.
10.7 Disciplinary Procedures

Students who engage in disruptive, anti-social or discriminatory actions will be counselled by their trainer and or NHAA staff to ascertain the nature of the issue. Disciplinary action consistent with the seriousness of the behaviour displayed by the course student may then be taken by NHAA. Behaviour which potentially threatens the safety of others will be dealt with by immediately dismissing the student from the training course pending further consideration and action.

10.8 Cheating or Plagiarism

10.8.1 Definition of Plagiarism

Plagiarism occurs when Students fail to acknowledge that the ideas of others are being used. Specifically it occurs when:

- Other people's work and/or ideas are paraphrased and presented without a reference
- Other Students’ work is copied or partly copied
- Other people’s designs, codes or images are presented as the Student’s own work
- Using phrases and passages verbatim without quotation marks and/or without a reference to the author or a web page
- Reproducing lecture notes and or using them without due acknowledgement.

10.8.2 Unintentional and Intentional Plagiarism

A Trainer is required to decide whether or not they consider that plagiarism was likely to have been intentional or unintentional. There are a number of factors that may need to be taken into consideration when deciding this, for example:

- The student is from an educational background where different norms apply for the acknowledgement of sources
- A negligible amount is considered to have been plagiarised
- The student has made an inadequate attempt at referencing

10.7.3 Intentional Plagiarism

Before a Trainer determines that cheating through intentional plagiarism has occurred, they must take into consideration the student response (if any) to the allegation. If the student fails to respond to an accusation of intentional plagiarism and or cannot convince the respective Trainer that the plagiarism was unintentional, the respective Trainer is required to disallow the work and report the matter to NHAA for further assessment and or disciplinary action.
11. Student Attendance Policy

11.1 Attendance Requirements

Where physical attendance is required as part of Student’s learning program, or compulsory tutorials, Students must use their best endeavours to attend all classes.

NHAA has a 100% attendance policy. Due to the “compressed intensive nature” of most classes it is the Student’s responsibility to catch up on any and all missed work. Students who miss more than 20% of the required attendance, without proper pre-approved exemption or special permission, will be recorded as having failed the course and will be required to re-enrol at their own expense.

11.2 Absence Due To Illness or Exceptional Personal Circumstances

Where Student absence occurs as a result of illness and a medical certificate is produced, or under exceptional NHAA approved personal circumstance, NHAA may reschedule the student for the next available class in that subject of learning at no extra cost to the student.

Please do not attend class if you are ill. NHAA is sympathetic to all genuine supported cases of illness and all efforts will be made to catch you up on skills and knowledge. Sick students attending class will be sent home to minimise risk and provide a safe environment and so as to not to potentially “infect” other students. While this may be inconvenient to the individual NHAA has a duty of care to all Students and Staff.

11.3 Absence from an Assessment

Students who are absent from an assessment without supported proper due cause will have to arrange to be reassessed at the next time a class of the same subject is scheduled. A resit fee of $60 is applicable.

11.4 Lateness to Classes

Students are expected to attend classes at the specified times. Students who arrive later than 20 minutes to a class or leave more than 15 minutes early will be recorded as having being absent from that class. NHAA require Students to note that a different lateness policy applies for attendance of clinic. Please refer to your student clinic information section.

Habitually late Students show disrespect for their Trainer and fellow class mates. These students will be asked to reconsider their training with NHAA and may be dismissed.

11.4 Lateness in Submitting Written Assessments

Where a scheduled timetable or submission date has been set by a Trainer and or Tutor assessments that are not submitted on time will be treated as a fail. Late submissions, in circumstances where they are allowed in writing by NHAA and or the Trainer, will be classed as resubmissions and will incur a $60 administration fee. Note extensions will only be granted under exceptional circumstances and these will be considered on an individual basis. Where not specifically stated any and all assignments will be due no later than 3 calendar weeks from the time of the completion of that module or subject training. Where there is a conflict in relation to time constraints the earliest date shall be deemed to prevail as the due date.
Students must contact their Trainer or NHAA office if they wish to apply for an extension before the due date stating their reasons clearly and with reasonable supporting information. NHAA and or the Trainer may only grant an extension in writing and it is the Student’s responsibility to ensure that they have this written approval.

11.5 Format of Classes

Learning tactile therapies involves classes of a practical nature, generally where students work with and on fellow students. Classes are held in a classroom setting. The classes may be mixed, male and female, and maturity and professionalism are expected at all times. Students are required to give and receive tactile therapy, e.g. massage, on a variety of fellow students to allow for the full appreciation and development of that tactile therapy.

Exemptions to the above, based on medical grounds, must be applied for in writing with suitable supporting documentation provided by a recognised health professional to NHAA before any classes commence.

Full participation in class activities is mandatory and a requirement to be deemed competent in the attainment of a qualification.

11.6 Deferment of Classes

Students who have commenced a subject and then wish to defer may defer that subject to a later date. A transfer fee of $50 is applicable. Transfer arrangements are not applicable to another or different subject. Students who defer are advised to be aware that from time to time, upgrades to the current Academy curriculum may occur due to changes in National standards or competencies and that NHAA may also change courses and that costs may change. All Students must undertake any changed subject and or units and must meet any shortfall in costs in full where costs have increased.

12. Training and Assessment

12.1 Overview

NHAA employ a variety of teaching methods and techniques as part of their course delivery. NHAA favours and promotes practical hands-on classes where reasonably practicable and possible. These generally involve Trainer demonstrations accompanied by practical sessions. Part of the learning may also require detailed theory lessons.

The teaching methods relevant for each course are generally provided in the course and or subject profiles detailed in the NHAA Information guide or on the NHAA web site. Students are expected to undertake some distance education and home study as part of their course. For each course information includes the course notes and resources that the Student will require to complete the program. NHAA is equipped with modern teaching facilities and provides the practical equipment needed for the teaching tactile therapies.

Assessment(s) may include written assignments and Practical Assessments. Examinations are (at the time of writing and may be amended from time to time) only held for one subject Anatomy and Physiology. Specific assessment details for each class or subject are provided in the respective course/subject profiles.
12.2 Assessment Requirements

NHAA is a Registered Training Organisation National code 4891 and as such the assessment structure used by NHAA follows the Australian Qualification Training Framework (SNR) as follows:

\[
\begin{align*}
C &= \text{Competent} \\
NYC &= \text{Not Yet Competent} \\
S &= \text{Satisfactory} \\
NYS &= \text{Not Yet Satisfactory}
\end{align*}
\]

Courses are presented in a format in compliance with industry accreditation and the Health Training Package for Nationally Recognised Training. Grading is competency based. A student is deemed either Competent or Not Yet Competent as a result of the successful completion of relevant assessment in relation to the competencies/elements studied.

Students who have failed to reach an assessment level may re-sit that assessment. A fee will be charged for resitting assessments and or examinations in line with NHAA Assessment Policy. If a student cannot achieve competency by following our re-sit policy, a student may be required to repeat that same subject of learning or unit of competency.

Students are deemed either Competent or Not Yet Competent in line with industry and training guidelines for assessment. As the courses are delivered by way of individual subjects, each subject has its own requirements for attaining competency.

The range of assessment methods may include the following or combinations:

- Theory examinations (Anatomy & Physiology only)
- Written and Oral questioning
- Attendance and participation in group activities
- Practical assessments
- Role plays
- Assignments
- Clinic observation

The assessment tools/checklist used for each subject may vary. The individual subject notes provide details of the necessary requirements for passing that subject. All assessments are planned and conducted in a way that ensures they comply with the following principles:

- Authenticity (reflect the candidate’s own work)
- Validity (directly relate to the current version of the relevant endorsed units of competency)
- Reliability (shows that the candidate consistently meets the unit(s) of competency)
- Currency (reflects the candidate’s current capacity to perform the aspect of the work covered by the units)
- Sufficiency (covers the full range of criteria in the relevant units of competency)
• Fairness (are not advantageous or disadvantageous to different individuals or groups and can be open to reasonable questioning)
• Flexibility (a range of approaches can be used to allow for different delivery modes and Student needs)

12.3 Theory Assessments

Written assignments and exams are not returned to students and are deleted and or destroyed or disposed of by the Academy (some samples may be kept for auditing purposes). It is a student’s responsibility to keep a copy of their submitted assignments. All assignments are to be in word format.

Assignments are to be submitted in hard copy to the Academy unless otherwise indicated for that subject. Hard copies of Policy and Procedure Manuals developed by Students pertaining to the Manage a Practice and Manage Occupational Health and Safety will be made available for return to the Student after assessment.

12.4 Practical Assessments

As bodywork therapies and massage are practical in nature, practical assessments are essential and the norm for all tactile therapies. Students are given directions in their first lesson of each class utilising an assessment template informing them as to how the practical assessments will conducted and the detail of such assessments.

Assessments generally take the form of formative assessments i.e. there is continuous assessment process throughout the class covering a wide variety of situations and conditions. Students are provided the opportunity throughout the course to become competent for that subject of learning or unit of competency. All items of the assessment template need to be assessed before a student can be deemed to be competent.

12.5 Resitting of Examination or Assessment

Students that are not assessed as satisfactory will be given the reasons by their Trainer as to why they are deemed not competent.

In the event that a Student fails to obtain competency in any aspect of the subject of learning, an assessment may be resubmitted or practical evaluation re-performed for a fee of $60 to cover administration costs. In some cases the Student may be required to complete the whole subject again and in such cases the subject will be made available at half the current subject fee which will be payable before the re-undertaking of the subject.

13. Complaints / Appeals / Grievances / Harassment

13.1 Appeals / Complaints Procedure

• It is policy that NHAA document and implements procedures for dealing with student complaints and appeals in a constructive and timely manner.

• Any Student with a complaint or appeal should initially try and resolve it, as far as possible, with their Trainer, within the limits of the Trainer’s authority. Where the grievance is with another person then the issue should be raised directly with that person.
If the matter concerns issues within the classroom then the matter should be raised with the class Trainer. Appeals regarding assessment should also be discussed with the class Trainer.

If the matter cannot be resolved then the student needs to raise the situation in writing with the NHAA Course Counsellor and or Management. Course Counsellors will vary with subjects and NHAA can provide details of with whom the complaint should be raised if they are not able to deal with it.

If the matter is perceived as serious then the matter is required to be detailed in writing either by e-mail or hard copy addressed to NHAA.

The Course Counsellor will document the complaint on the complaints/appeals form and will attempt to resolve the issue and communicate their decision in writing to the complainant within 10 working days of receiving the complaint/Appeal. This communication will include reasons for the decision.

Where the complaint/appeal is unresolved, or the matter is of a serious nature in the opinion of NHAA, the matter will be elevated to a panel of Staff and or Trainers to seek resolution of the issue.

Students retain all their rights in relation to Appeals and or complaints but it is strongly recommended that matters be settled.

13.2 Harassment

- Harassment means any unwelcome conduct of a sexual nature or bullying, where it is reasonable to expect that the other person would be offended, afraid or humiliated. Both men and women can harass and or be harassed by either sex.

- NHAA is committed to creating an environment that is free from harassment of any kind. If you feel that you have experienced harassment or discrimination of any kind from fellow students then please inform your trainer immediately. If you feel that you have experienced harassment or discrimination of any kind from a NHAA staff member then please inform the NHAA counsellor immediately in person, or by phone, and then follow up in writing to make a formal complaint.

Where harassment is considered to have occurred a NHAA ‘Complaint Form’ will need to be filled out to initiate action and in accordance with the NHAA Appeals /Complaints Policy (as may be amended from time to time).

All communication(s) are to be treated as confidential and are taken very seriously by NHAA. Any unresolved complaints may be taken by any party to the Equal Opportunities Commission.

14. Fees and Refund Policy

14.1 Fees and Enrolment

Once enrolled at the Academy and you have paid for your first subject the following procedure are applicable.

Students are required to check any further subject fees on the fee schedule list and note that subject fees may change from time to time. Where a Student wishes to undertake a further subject(s) they must book that subject(s) subjects by E-mail, in person or in person by phone. Students do not have to re-enrol in the Academy as they have already been entered and recorded on the NHAA data base.
Once booked, the Student must confirm attendance and pay the balance in full for that subject at least four weeks prior to class commencing. No student is booked or entitled to attend any course unless payment is made in full prior to the course date or confirmed in writing by NHAA in cases were other arrangements have been agreed with NHAA. Arranged payments may attract an administration charge per subject – please refer to our arranged payment scheme details which the Academy staff can assist you with.

External Studies subjects must be paid for in full prior to receiving any study material.

NHAA provide substantial educational and training resources to each student, and co-ordination requires a minimum of four weeks to finalise those resources and student materials. Late payment of fees may result in materials delays. (e.g. you may not receive textbooks on time) or the Student not be able to attend that class due to constraints and or resources such as but not limited to the class being booked out. If a class is full (or in the event that there are not enough students), the Student will be notified and may commence training in the next available scheduled class date and time.

NHAA does not accept fees for Qualifications up front. NHAA only accepts fees for each subject and has a “pay as you train” policy. This does not apply for those who are paying in arrears for courses or subjects completed or have made other exclusive arrangements with NHAA.

NHAA reserves the right to increase or decrease fees from time to time at its sole discretion without notice. Fee increases will not apply to students who have already paid for a confirmed position in a course prior to the fee increase coming into effect.

NHAA makes available (subject to approval by NHAA at their sole discretion) a “time payment scheme” for those who require the spreading of their payments out over their period of training. NHAA may consider customised payments for those on low income so as to assist in providing training to Students who are keen to undertake training but have restricted financial means.

Students who are on time a payment scheme(s) and or agreement and in the event that fees are not paid in accordance with an agreement and or student or other contract with NHAA, which ever may be applicable, then the agreement and or contract is breached and defaulted on by the student. In such situation all monies paid shall be forfeited by the Student and the Student will be terminated from their training program. In such cases the Student acknowledges that they have a continuing obligation to meet their debt(s) to NHAA and that NHAA has a right to commence Debt recovery procedures for a debt due and payable.

It is important to note that financial assistance an or agreements in relation to payments of fees is not a Student right and may be offered or declined on an individual basis at the sole discretion of NHAA.

14.2 Fees and Deferment of Subject

In all cases of deferral, suspension and or cancellation of enrolment, a student’s tuition fees are non-refundable, in keeping with the NHAA Refund Policy (as may be amended from time to time). In exceptional circumstances, a student may unexpectedly need to defer their studies. In such case(s), the student’s paid tuition fees may be transferable to the same subject to be taken at a later date, with the following conditions:

- If a student defers on medical grounds then the Academy requires a medical certificate to be produced.
If on compassionate grounds e.g.: Bereavement in family etc. then each case will be determined on its own merits at the sole discretion of NHAA

All other NHAA approved circumstances $50 deferment fee is applicable.

### 14.3 Refunds and Cancellations

- All refunds and cancellation must be applied for in writing to NHAA.
- Refunds are not granted automatically and must be applied for in writing. Refund claims will be determined and paid by NHAA within 4 weeks of receiving the claimant’s application and making a determination.
- Where the Academy cancels a subject, the amount paid by the Student is fully refundable.

<table>
<thead>
<tr>
<th>Withdraw from a subject:</th>
<th>$50 administration fee will apply;</th>
</tr>
</thead>
<tbody>
<tr>
<td>28 days or more notice prior to commencement</td>
<td>Balance refunded or credit transfer to another subject.</td>
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<thead>
<tr>
<th>Withdraw from a subject:</th>
<th>$100 administration fee will apply;</th>
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</thead>
<tbody>
<tr>
<td>Less than 28 days’ notice prior to commencement</td>
<td>Balance refunded or credit transfer to another subject.</td>
</tr>
</tbody>
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<tr>
<th>Withdraw from a subject:</th>
<th>$150 administration fee will apply;</th>
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</thead>
<tbody>
<tr>
<td>Less than 14 days’ notice prior to commencement</td>
<td>Balance refunded or credit transfer to another subject.</td>
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<thead>
<tr>
<th>Withdraw from a subject:</th>
<th>50% refund of subject fee is applicable.</th>
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<tbody>
<tr>
<td>Less than 7 days’ notice prior to commencement</td>
<td></td>
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<table>
<thead>
<tr>
<th>Withdraw from a subject:</th>
<th>No refund applicable.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 48 hours’ notice prior to commencement</td>
<td>Students may apply for a credit transfer to the same subject at a future date, incurring a $50 transfer fee but only if this is done prior to 48 hours before the course is to commence.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Withdraw once a subject has commenced (or you have the course material) or in cases of non or late attendance:</th>
<th>No refund applicable.</th>
</tr>
</thead>
</table>

<table>
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<tr>
<th>Withdraw from an external study course after receiving materials:</th>
<th>No refund applicable.</th>
</tr>
</thead>
</table>

### 14.4 Administration Fees

- Increases in charges and fees are generally established before the beginning of the calendar year but may change without notice. Fee structures are regularly reviewed.
- Payment of fees by instalment, by negotiation, on contract requires that agreement to be strictly adhered to at all times. Any late payment(s), as may be allowed by NHAA at their sole discretion, will attract a late payment fee of $50.
• Continued late payment will result in the suspension of any and all tuition and or any Academy participation until all payments are up to date.

• In the event of non-payment, the Academy will utilise debt recovery services. The commencement of any debt recovery action will automatically expel the student from the Academy.

• Any credit of fees held by NHAA are for the sole and exclusive use and benefit of the Student for whom the credit or payment was made and is non-transferable to any other person(s), party or entity.

• First-time Academic Transcripts, qualification parchments or statement of results are issued free with the completion of a full qualification, however, amended; replacement or updated documents attract a fee to cover administration costs. Fees are dependent on the request requirement of the Student.

• Note it is strict NHAA policy that no replacement Parchments will be issued for security reasons. NHAA will only provide a Statements of Attainment in such requested circumstances and a fee will apply.

<table>
<thead>
<tr>
<th>Administration Task</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Clinic no show/ late cancellation</td>
<td>$50</td>
</tr>
<tr>
<td>Make up classes</td>
<td>$60</td>
</tr>
<tr>
<td>Re-sit practical assessment (individual)</td>
<td>$60</td>
</tr>
<tr>
<td>Re-sit theory exam (individual)</td>
<td>$60</td>
</tr>
<tr>
<td>Late submission for assignments (where allowed)</td>
<td>$60</td>
</tr>
<tr>
<td>Recognition of Prior Learning / Credit Transfer</td>
<td>$150 Application fee + 50% per subject</td>
</tr>
<tr>
<td>Course notes replacement (reprint)</td>
<td>Individual module pricing</td>
</tr>
<tr>
<td>Text book replacement</td>
<td>Individual book pricing</td>
</tr>
<tr>
<td>Domestic Postage for certificates, diplomas</td>
<td>Nil</td>
</tr>
<tr>
<td>Re-print of attainments on current record</td>
<td>$20</td>
</tr>
<tr>
<td>Cancellation fee for course more than 28 days</td>
<td>$50</td>
</tr>
<tr>
<td>Cancellation fee for course less than 28 days</td>
<td>$150</td>
</tr>
<tr>
<td>Cancellation fee for course less than 48 hours</td>
<td>No Refund</td>
</tr>
<tr>
<td>Transferring fee to same subject another time</td>
<td>$50</td>
</tr>
<tr>
<td>Course/Class has commenced</td>
<td>No Refund</td>
</tr>
<tr>
<td>Late Payment of Tuition Fees for those on contract</td>
<td>$50 per subject</td>
</tr>
</tbody>
</table>
15. Access and Equity and Language, Literacy and Numeracy

15.1 Access and Equity Policy

NHAA fully and appropriately endorses its legal obligations in relation to the recruitment and selection of staff and trainees so as to provide equal opportunity and anti-discrimination. No staff or student will be treated unfairly or discriminated against on the grounds of:

- Gender
- Marital Status
- Race
- Pregnancy
- Sexuality
- Physical or intellectual impairment
- Age
- Religion

NHAA acknowledges the following:

- Equal Opportunities Act, 1984 SA
- Racial Discrimination Act, 1975
- Sex Discrimination Act, 1984
- Disability Discrimination Act, 1992
- Training and Skills Development Act, 2003

The Academy provides confidential advice and assistance to assist with the resolution of matters relating to discrimination, harassment and related grievances. The NHAA Student access and equity counsellor will assist you if you have a requirement.

15.2 Language, Literacy and Numeracy

NHAA will assist Students, where possible, with language, literacy and numeracy needs.

In all situations confidentiality conditions are adhered to and any arrangements for the language literacy and numeracy support of the learner are undertaken in consultation with the Student.

Courses offered by the NHAA have identified language, literacy and numeracy requirements. Difficulties with language literacy and numeracy that may prevent the successful completion of the course are monitored and may be identified at different stages:
At enrolment through checking of the applicant’s language, literacy and numeracy skills

At enrolment through the applicant’s self-identification - learners enrolling in the courses are requested to specify if they need assistance with language, literacy and numeracy.

During the course through identification of needs by the Student, the Trainer and or the Assessor.

Students or Applicants who are identified as needing assistance within the scope of the course will be provided with reasonable adjustments to their training and assessment and reasonable language, literacy and numeracy support.

In instances where the degree of language, literacy and numeracy difficulty is beyond the scope of the course, Students will be counselled and referred to an outside organisation that may be able to provide training in language, literacy and/or numeracy. In such circumstance, any fees for language, literacy and/or numeracy training will be required to be paid for by the Student directly to that organisation providing the training and NHAA will not be party to any part of any agreement.

If a learner experiences a language, literacy or numeracy difficulty that prevents their successful completion of their course after enrolling in the course they MUST contact NHAA to discuss options and support.

Enrolment Application Forms require all students to identify whether they will require assistance with language, literacy or numeracy counsellor to discuss their options.

Indicators for Trainers or assessors that may raise concern would include a student’s inability to construct sentences coherently and/or an inability to convey information to the standard specified in the course requirements. If a concern is raised regarding a Student’s language, literacy or numeracy ability, the Student will be advised by a Trainer to participate in further discussions about the difficulties perceived and the options available to overcome them.

If an adjustment in training and or assessment is necessary, the Trainer will have further discussions with the NHAA counsellor to facilitate necessary adjustment in training wherever possible.

Where assessment indicate that the student’s current LL&N level is not sufficient to carry out the tasks required, NHAA will refer the Student to a locally available literacy training programs. During this time, NHAA reasonably will allow for the Student to defer their course until LL&N training is complete. Upon a satisfactory level of language, literacy and numeracy being reached the Student is integrated back into their course, under the guidance of their Trainer(s).

16. Work Health and Safety

The Student’s health and safety while studying and training at NHAA is our highest priority. NHAA aim to provide a safe environment that minimises the risk of harm or accidents. While NHAA take every reasonable care with health and safety, you the Student also have an obligation to keep safe.

Responsibility of students:

- Follow all safety rules and be aware of evacuation procedures and exit points.
- Report unsafe conditions and practices to your Trainer and or the NHAA Administration staff – for example in circumstances where someone is faint or dizzy or there is someone observed with a cut or wound that is not properly covered. Other examples may be regarding equipment such as a faulty or damaged massage table or any other equipment that may constitute a potential hazard.

- Learn and train in a way that maintains your safety and that of your fellow Students in matters such as Hygiene and General Health.

- Students must demonstrate appropriate hygiene and grooming at all times, with particular attention to the use of cosmetics and perfumes (suitable to the treatment, environment and hygiene requirements).

- Ensure that hair is clean and kept short, or tied back where long.

- In practical classes and clinical practice activities Students should not wear jewellery, watches, wrist bands or adornments that may come in contact with the Client.

- Hand and skin care must be maintained to minimise risk and to control infection. Cuts, dermatitis and contagious skin conditions require written doctor clearance for participation in practical activities. Any cuts or wounds in class must be covered by latex gloves available from our front office.

- Nails must be kept short and neat with the cuticles pushed back.

- Maintaining general health is a requirement of working in the health industry. Students are advised not to attend the Academy while experiencing or being at risk or placing others at risk of contagious conditions (including cold and flu). Vaccinations for Hepatitis A, Hepatitis B and Flu are highly recommended.

- A First aid kit is located at the front office and in the Kitchen.

**Please note:**

NHAA have staff and trainers that are first Aid qualified, so please consult them on any first aid issues you may have.

### 16.2 Critical Incident and Evacuation Procedures

A critical Incident is any incident that occurs where your life or the life of others may be threatened, for example fire or earthquake or bomb threats. It is important that exit points be identified and evacuation procedures are clearly understood.
Please refer to the diagrams on each floor for the exit points, signs and fire extinguishers.

At the beginning of each new subject of learning your Trainer will go through evacuation procedures and general Health & Safety procedures with the class.

- In the event of a Fire, Earthquake or a Critical Incident Situation, contact the class Trainer or office staff immediately. They will call the Fire Brigade, Police and or Ambulance or other assistance as may be required.
- Office staff or the Trainer will assist any person(s) that is mobility impaired.
- Follow the routes for exiting as illustrated in the Emergency Evacuation Floor plans displayed on the wall in all classrooms. A sample a copy is included above identifying emergency exit. Use the nearest fire exit stairs leading outside the building. **DO NOT USE THE LIFTS.**
- Move calmly and quietly to the outside assembly area via the stairs and remain in that area in the company of your group and or class. On arrival at the assembly area check to determine if anyone is missing from your group or class and if so notify the Trainer or office staff as soon as possible so that, if necessary, a search of the building can be made by fire department crew on arrival.
- Fire stairs and passageways MUST remain clear at all times.
- Do not return to the building until the ‘all clear’ is given by Safety Wardens in the assembly area.
17. NHAA Student Clinics

17.1 Overview

Supervised Clinic is an important part of the professional training for any qualification gained at NHAA. On graduation your Clients in your own practice require to be massaged by persons that have trained competent hands with a high level of and skill authenticity. NHAA clinics are designed to prepare the Student for such a time and as such are supervised by Trainers who can provide mentoring as well as competency in assessing Students for the units of competency required to achieve their required Qualification.

Supervised clinic is a requirement for Association membership and for Health Fund participation.

17.2 Clinic Training Eligibility

Compulsory clinical training is required for the completing all qualifications offered at NHAA and must be commenced immediately after the completion of the subject Massage 2. Training is currently provided free to Students enrolled in NHAA Certificate and Diploma Courses to enable them to meet their qualification requirements.

As part of Clinic training the student must:

- Complete all Health Care Logs and complete hand care techniques as detailed in Massage 2.
- E-mail NHAA the times and or days of their preferred clinic shifts when they will receive confirmation or other by e-mail of the dates the Student is scheduled to attend.
- Present themselves in uniform and provide required linen and towels as detailed in Massage 2.
- The completion of supervised clinic 1 is required before undertaking any Diploma practical subjects.
- Country Students may need to contact the NHAA office to make special arrangements for clinic.
- A student clinic information pack is available for view at the NHAA office and is distributed during the subject Massage II, so a full understanding of Clinic can be understood.
- Students undertaking clinic are required to adhere to a strict dress code and to provide draping materials, such as towels and sheets for their clinic clients. Further details are given in the student clinic information pack in Massage 2.

Please note:

*If clinic is not commenced within two weeks the student will not be able to continue to enrol in other further subjects of learning.*
17.3 Clinic Supervisors Assessment Report

Students will be assessed on a regular basis by the Clinic Supervisor(s) against criteria such as attendance, punctuality, ability to demonstrate techniques, client interaction, professionalism, safety, client management practices and processes, booking systems, document control etc.

17.4 Infectious Diseases Policy for Clinic

Students who are HIV positive, or a carrier of a Hepatitis virus, will not be discriminated against but must inform NHAA in writing of such circumstances. This is a strict condition precedent to undertaking any training at NHAA. No Student is obliged or required to inform any other party at the Academy or clinic that they are carrying HIV, Hepatitis B or Hepatitis C.

A Student, who has an infectious disease that could enter another individual’s body by the respiratory or gastrointestinal system, e.g., influenza, Hepatitis A, etc., must not attend the Academy or clinic until an appropriately qualified medical practitioner has verified they are no longer infectious and do not cause a risk to others. Absence from the Academy for any length of time due to such an illness must be discussed with the Course counsellor. This discussion(s) will be kept strictly confidential.

If a Student does wish to inform other individual(s) of the nature of an illness (of any kind), that individual MUST NOT, UNDER ANY CIRCUMSTANCE(S), reveal that information to any other person without the permission of the Student with the illness.

If a Student who is a Client of the Student Training Clinic confides to a Supervisor(s) and or Student(s) that they carry HIV, Hepatitis B or Hepatitis C virus or similar no individual who is privy to this information is to reveal such information to anyone else, without the permission of the person who carries or suffers the illness. This confidentiality is, normal, naturally and essential for all aspects of Clinic and consultation.

All students involved in bodywork studies should be treat all persons equally with regard to the transmission of body fluids to other individuals. That is, it should be assumed that all students have body fluids which are potential sources of infection and appropriate precautions and procedures taken at all times.

Students must, in the class or clinic:

- Cover any breaks or cuts in the skin with a suitable waterproof dressing
- If a student has any skin break/cut on or near their hands, they must wear, while massaging and or touching a client, a pair of disposable gloves. Alternatively, they may choose not to massage or have body contact at that time.
- If a student acting as the client in bodywork class has a break or cut in the skin:
  - They must covered the cut or break appropriately
  - The area of the cut and or abrasion should not be touched or massaged, nor the area immediately surrounding it. This is not only for the protection of the body worker but also to reduce the possibility of “spreading” the problem This is to be the norm whether it be a simple infection, or a serious disease and or disorder such as a skin tumour;
  - The student therapist may choose to wear gloves while massaging the ‘client’, even if they do not massage the particular affected area.
• In circumstances where any bodily fluids are spilled during a class, or during clinic, they should immediately be wiped up with paper towels, while wearing gloves.

• Surface areas should then be cleaned with a neutral detergent and or disinfectant.

• Towels should be changed for each student/client.

• Providing Students adhere to the recommended hygiene practices, a Student is highly unlikely to be infected by HIV, Hepatitis B or Hepatitis C while performing body work therapies.

Please note:

Remember, you are in the ‘Helping’ profession.
Please have respect for the rights and privacy of all individuals

17.5 Dress Code and Personal Hygiene

To maintain professionalism, students attending Supervised Clinic are required to maintain a clean & tidy appearance. Students must wear either an NHAA Academy logo t-shirt, either black or white, at all times, with appropriate pants and footwear as outlined below:

• Black loose fitting pants or shorts are to be worn. Options can include “tai-chi” pants, track suit pants (with or without stripes) or Lulu Lemon black pants.

• Shoes are to be black or white jogger type shoes – not brown or grey. In summer, dress sandals may be worn (no thongs).

• We recommend black shorts as the ideal choice of trouser to wear in clinic, as our rooms are heated in both winter and summer for client comfort. This may suit Students who are prone to sensitive to “heat problems" whilst massaging Clients. Naturally, Students may change into their clinic uniform attire at the Academy. Female students may wear knee length black skirts if heat issues are a problem.

• NHAA recommend cotton fibre fabrics due to the warmth of the clinic.

The School does not allow short skirts or low-riding pants, bare midriffs, low-cut tops or singlets. Jeans, slacks or look-alike slacks, tight fitting trousers, tight leggings etc. Presentation and professionalism is critical to achieving satisfactory clinic results.

Students are required to have short, clean nails, clean clothing and no strong body odours and or perfumes.

A Student who is not properly attired. At the sole discretion of NHAA, may not be permitted to attend Supervised Clinic.

Students who are unsure about the appropriate dress is required to check with their Trainer in Massage 2 or NHA staff prior to attending Clinic.
17.6 Supervised Clinic General Policies and Guidelines

Students must arrive as per the required times and days. There is no flexibility in arriving late for Supervised Clinic as Students need to be briefed before commencing Clinic.

A penalty will be given to any Student who arrives more than 15 minutes late to a scheduled Student Clinic, leaves prior to the Clinic finish time or returns to the Clinic room late from a Clinic break.

Students will be de-briefed at various times by the Clinic Supervisor.

NOTE CLINIC TIMES AND DAYS MAY CHANGE AT SHORT NOTICE SUBJECT TO CLIENT AVAILABILITY Current times and Dates are as follows

<table>
<thead>
<tr>
<th></th>
<th>Wed and Fri Morning Clinic</th>
<th>Wed and Fri Afternoon Clinic</th>
<th>Saturday Morning Clinic</th>
<th>Saturday Afternoon Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CLINIC START</strong></td>
<td>8:30am</td>
<td>1:00pm</td>
<td>9:00am</td>
<td>1:30pm</td>
</tr>
<tr>
<td>Student Arrival and briefing Commences</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First Client Treatment Commences</td>
<td>9:00am</td>
<td>1:30pm</td>
<td>9:30am</td>
<td>2:00pm</td>
</tr>
<tr>
<td><strong>CLINIC FINISH</strong></td>
<td>1:00pm</td>
<td>5:30pm</td>
<td>1:30pm</td>
<td>5:00pm</td>
</tr>
<tr>
<td>Student Debriefing &amp; Client Feedback</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

17.7 Linen Protocol

- Students are required to bring their own linen to each clinic shift. Linen is to include: a single sheet 4 small hand towels for face cradles, and at least 8 single bath towels. We recommend storing such items in a small trolley or pusher to transport to the Academy.
- Students are responsible for the laundry of such items after each Clinic shift.

17.8 Student Clinic Attendance Policy

Students are required to:
- Arrive and sign-in at the reception desk by the START time indicated and be ready to commence student clinic at the specified arrival times
- Be present in the clinic rooms for the duration of the student clinic (with the exception of breaks). This includes the clinic briefing.
17.8.1 Student Clinic Penalties

A penalty will be issued to a student who:
- arrives more than 15 minutes late to a scheduled student clinic
- leaves prior to the clinic finish time
- returns to the clinic room late from a clinic break

- Arrival, Break & Departure Times
  Students must arrive as per the required START times, as published. There is **no flexibility** in arriving late for Student Clinic. A student arriving more than 15 minutes late may not be allowed to participate in clinic. A penalty will be issued to a student who arrives more than 15 minutes late to a scheduled student clinic, leaves prior to the clinic finish time or returns to the clinic room late from a clinic break.

- Clinic Cancellation and Non-Attendance
  Once a Student has booked a Student Clinic session, they are responsible for keeping track of their booked Student Clinics, and attending them. A minimum of **10 Days’ notice** is required to cancel or change a Student Clinic booking. For example, if a Student is for a Saturday morning clinic, you must telephone the NHAA Academy by 8:30am on the Wednesday the week before that Saturday the Student is booked. The Student must speak to an appropriate Administration staff member, either in person or via the telephone, to cancel a Student Clinic and a Student must confirm by e-mail. Cancellation due to illness will only be accepted with an accompanying medical certificate provided within 3 days of the breach. Non-attendance to Student Clinic will result in a penalty and or further suspension of the Student's Clinic activities. It is the Student’s responsibility to cancel any pre-booked clinics no longer require. This cancellation must be in writing by e-mail.

- Penalties
  The following penalties will be enforced should a Student fail to meet the rules of Student Clinic (i.e. arriving late, leaving early, non-attendance, or cancelling with less than 10 days’ notice etc.):

  - **1st Penalty:** While NHAA are understanding that genuine circumstances can and do arise. A first time penalty is recorded on the student card and a $50 admin fee is charged. Students are sent a reminder of the Student Clinic policies and procedures. We will advise the Student that a further incident will result in a higher level penalty.

  - **Subsequent Penalties:** The student will be required to undertake additional clinic of 12 hours for any subsequent incidents. The School needs to ensure the student is competent in observing Student Clinic policies and procedures as part of their learning competencies. A $50 admin fee is also charged.

  - **Consistent breaches:** may result in cancellation of Student Clinic Privileges and or expulsion.

- Admin Fees
  An admin fee of $50 is always charged for Clinic penalties. This fee contributes to the direct costs caused by these incidents and contributes NHAA’s ability to continue to keep running Student Clinic free of charge.