About this Student Handbook

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

March 2016
Version 7.6
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 and all attachments shall not be disclosed to any other party and or entity without the written permission of NHA Australia.

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</table>
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 and training in massage since 1984 and over years it has graduated thousands of competent students and 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 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 recognises and supports its rights and responsibilities in ensuring the health, safety and welfare of all the employees, students and clients. These rights and 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 students to another time
- NHAA has the right to expel a student where there has been either and or a substantial or 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 manage the interests of its students and Staff.
1.3 Responsibilities of NHAA Staff and Trainers

Staff and students have and acknowledge the following obligations and responsibilities:

- Following the Work Health & Safety (WH&S) policies of NHAA in accordance with the WHS Act (SA) 2012 and other legislative and regulatory requirement.
- Behaving in a way that prevents harm to themselves and others.
- Complying with NHAA’s ‘Code of Practice’ and other policies and procedures.
- 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 reasonably required or as may be required by legislation and regulation.
- Maintaining a valid and current e-mail address and phone contact number.
- Attending class at the scheduled times and comply with attendance requirements.
- Presenting themselves for assessment and or other matters at stipulated times.
- Demonstrating and having sensitivity to the needs of others.
- Actively participate in all class activities including participation as may be required with both male and female students.
- Be responsible for maintaining their own schedule of studies.
- Disclosing any physical, emotional, or mental disability that may preclude them from giving or receiving a tactile therapy.
- Wearing appropriate clothing, including footwear to participate in class, clinic and or 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, financing and administration of education and training services delivered by NHAA or other associated entities. NHAA is a registered training organisation based 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 applicable Federal law. 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 students are suitable for further training. NHAA does not engage in any course contracts with students that require them to pay unreasonably in advance for training that they no longer wish to undertake or require. Further training may not be offered or required to be undertaken after the completion of any training, subject or unit for which payment has been made.
2) NHAA adheres to the principles of Access and equity as per this handbook information and meets its legal obligations by being registered and Audited under the Australian Skills Quality Authority.

3) NHAA is a currently accredited with the Australian Association of Massage Therapists standards. NHAA meets or exceeds the industry standards required by Australian Natural Therapy 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 students quality training and assessment as per the training and assessment procedures detailed in this handbook. NHAA engages the services of trainers who have industry experience and who have appropriate TAE40110 trainer qualification equivalent or higher. NHAA undertakes an annual Audit, 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 extensive publications via its website, information guides, student handbook to enable prospective students to be well informed and access written material before enrolling at NHAA. NHAA provides careers counselling to individually discuss an applicant’s training needs and scheduling before and while undertaking studies for formal qualifications. NHAA provides a “try before you commit” subject of learning (Massage 1) to ensure students have an understanding and are suitable for further training and or are suited for the Massage Industry.

2. Becoming a Professional Therapist in the Health Industry

Students will need to have a Diploma and appropriate number of formal Supervised Clinic practical hours to obtain Health fund provider(s) numbers. With this students become recognised professional Therapist where their Clients can claim for services. Health funds in the main recognise the HLT52015 Diploma of Remedial Massage and NHAA recommends that Diploma so as to provide students with the best opportunity for recognition.

Students should note that Health Fund providers such as Medibank Private and Associations like AAMT may require additional hours of Clinic Training over above the requirements needed to obtain a nationally recognised qualification. While NHAA is 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 Heath fund providers and or Associations as requirements vary and may change from time to time, all being matters that are beyond the scope and or control of NHAA.
3. Courses Offered by NHA Australia’s Natural Health Academy

3.1 HLT40315 Certificate IV in Massage Therapy Practice

This qualification consist of **13 Units on Competency**, these are broken down into 10 Common Units plus 3 Specialists or elective 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 are correct at the time of the version of this 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>AP 1</td>
<td>Anatomy &amp; Physiology 1</td>
<td>HLTAAP002</td>
<td>Confirm physical health Status</td>
</tr>
<tr>
<td>MAP</td>
<td>Manage a practice</td>
<td>BSBMB403</td>
<td>Market the small business</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BSBMB404</td>
<td>Undertake small business planning</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BSBMB405</td>
<td>Monitor and manage small business operations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BSBMB406</td>
<td>Manage small business finance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CHLCEG003</td>
<td>Manage Legal and Ethical compliance</td>
</tr>
<tr>
<td>CH&amp;S</td>
<td>Clinical Health &amp; Safety</td>
<td>HLTWHS004</td>
<td>Manage Work Health and Safety</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTINF004</td>
<td>Manage the control of infection</td>
</tr>
<tr>
<td>RM1 &amp; RM2 &amp; SSC1</td>
<td>Relaxation Massage 1 &amp; Relaxation Massage 2 &amp; Supervised Clinic 1</td>
<td>HLTMSG001</td>
<td>Develop Massage Practice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTMSG002</td>
<td>Assess Client Massage needs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTMSG004</td>
<td>Provide massage treatments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CHCCOM006</td>
<td>Establish and manage client relationships</td>
</tr>
<tr>
<td>CFA</td>
<td>Clinical First Aid</td>
<td>HLTAID003</td>
<td>Provide first aid</td>
</tr>
<tr>
<td>SC1</td>
<td>Supervised Clinic 1</td>
<td>All Units</td>
<td></td>
</tr>
</tbody>
</table>

**Please note:**

To be eligible for the HLT40315 Certificate IV in Massage Therapy Practice qualification, candidates must be deemed competent in ALL of the above units of competency.
### 3.2 HLT52015 Diploma of Remedial Massage

This qualification consist of 21 Units on Competency, these are broken down into 16 Core Units and 5 Elective Units. The units of competency also include those from Cert IV in Massage Therapy practice.

The following units are undertaken *after completion* of the Cert IV units of competency.

<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</td>
<td>HLTAP501C</td>
<td>Analyse health information</td>
</tr>
<tr>
<td>SA SMI SM2 TPT1 TPT2</td>
<td>Structural Anatomy Sport massage 1 Sports Massage 2 Trigger Point Therapy 1 Trigger point Therapy 2</td>
<td>HLTMSG003</td>
<td>Perform Remedial Massage Musculoskeletal assessments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTMSG005</td>
<td>Provide Remedial Massage Treatments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTMSG006</td>
<td>Adapt Remedial Massage Practice to meet specific needs</td>
</tr>
<tr>
<td>RA</td>
<td>Remedial Assessments</td>
<td>HLTMSG008</td>
<td>Monitor and Evaluate Remedial Massage Treatments</td>
</tr>
<tr>
<td>REF</td>
<td>Reflexology for Relaxation or</td>
<td>HLTREF002</td>
<td>Provide Reflexology for Relaxation</td>
</tr>
<tr>
<td>ARMPA</td>
<td>Adapt Remedial Massage Practises for Athletes</td>
<td>HLTMSG007</td>
<td>Adapt Remedial Massage Practice for 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>Reflect and Refer for professional practice</td>
<td>CHCPRP003</td>
<td>Reflect on and improve own professional practice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CHCPRP005</td>
<td>Engage with Health Professionals and the health System</td>
</tr>
</tbody>
</table>

**Please note:**

ARMPA or REF are chosen as electives of choice for this qualification. To be eligible for the Diploma of Remedial Massage HLT52015 qualification, candidates must be deemed competent in ALL of the above units of...
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/. NHAA will assess your application information and contact you to confirm enrolment details and payment of tuition fees. **Before you enrol you must and or undertake to:**

- Carefully read and review the student handbook
- Carefully 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. This is compulsory for all those who are enrolling in formal qualifications on offer at NHAA
- Provide an enrolment application which provides your details, accepts and is proof that you consent to 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, subjects, units or qualification which it offers without reason at its sole discretion.

**Please note:**

*It is a requirement that all students have a valid current email address and access to the internet to enrol, conduct their courses and to enable the Academy to contact them.*
4.2.2 Enrolments

- All students are required to read the current copy of this Student Guide and acknowledge the subject fees as posted on our website (as may be amended from time to time) and the course timetable (as may be amended from time to time), all of which are available to download in PDF format.

- All students must fill in the enrolment form and sign the reverse side or, preferably this may be done and forwarded electronically. By filling in the form a student certifies that they freely agree to and will be bound by the Academy Policies & Procedures as detailed in this handbook. Students must sign the form and tick the required box(s) in order for an enrolment to proceed.

- Students are required to consult the timetable schedule for the times and availability of the subjects of their choice.

- Students are required to make a telephone appointment to arrange for an interview with the careers counsellor who can help plan studies and timetabling.

- Students may need to provide more than one form of identification and may be required to have photographs taken for security and or ID purposes.

- Students are not enrolled unless NHAA receives a properly completed enrolment form and the student has paid in full for their first subject of learning.

- It is a condition of enrolment that if a training program is superseded with a new Government endorsed training package and or Qualification upgrade then currently enrolled students will have a maximum of 6 months to complete their current studies under the superseded Qualification. After that time all students will be required to upgrade to the new qualifications or units of competency. This requirement is in accordance and a requirement with SNR 25 of the NVR standards.

4.2.3 Disability Disclosure and Special Needs

All students or prospective students must disclose and or discuss any physical, emotional or mental disability or special need with the careers counsellor before the commencement of their chosen course or subject, so appropriate advice can be given. NHAA wish to assist applicants make informed career and training choices and are required to maintain Work Health and Safety regulations.

Please note:
The Academy reserves any and all right(s) to refuse any enrolment at its sole discretion without reason where NHAA considers it will impose any hardship on the Academy, its staff students or the prospective student, or in any way may compromise the occupational health & safety rules & regulations or the health of the applicant or others.
Where a student is uncertain as to the extent of a disability and or special need or to the extent which circumstances may impact or preclude the student from receiving training, giving or receiving massage, participating in examination and or any assessment processes they must seek appropriate advice from the Academy counsellor(s) before commencement of any classes or activities.

In some cases a physician’s clearance may be required and other parties may need be consulted specifically for, but not limited to, those students with special needs.

It is important to NHAA that it meets the needs of an applicant and that an applicant is able to cope with the academic rigor and or physical performance of courses, massage therapy either in class or clinic. NHAA is obligated to protect staff, students and clients from harm and as such NHAA is committed to Occupational Health and Safety and the well-being of its staff, students and clients.

4.3 Distance Education Subjects

NHAA may offer some subjects or units of study by Distance education (home or independent study). These offerings are as designated in the course and fee schedule on our website and or the course information book. Notwithstanding the nature of these subjects or units there may be a requirement for compulsory attendance for tutorials. By way of example Anatomy & Physiology has support tutorials that are scheduled on a regular basis and are compulsory for students to attend in order to achieve, with other requirements, competency.

4.4 Organisation of Modules of Learning

NHAA trains holistically utilising subjects 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 satisfactorily to obtain those units of competency.

Once a student has have enrolled and paid for their first subject (usually Massage 1) the student may then seek enrolment or listing for further subjects of learning. Payment for subjects are to be made in accordance with the fee and refund policy section of this document, NHAA policies and procedures and or as posted on our website.

We recommend that 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.

NHAA have careers counsellors who can generally assist you in the programming of studies so that pre-requisites are met.

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.

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 met.
Some distance education courses have support tutorials that are scheduled at various times throughout the year and are compulsory, usually at a separate cost.

5. Facilities at NHAA

5.1 Disability Facilities

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

5.2 Tea Room Facilities

There is a cafeteria that is open 5 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. Facilities are shared with others and students need to provide their own supplies such as coffee tea milk etc. and need to ensure the kitchen is left neat and tidy including the washing, drying and storage of any items used.

5.3 Toilet Facilities and Hand washing

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

5.4 First Aid

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

5.5 Car Parking

Car park is generally free and available to all students (depending on whether car park is full). The car park is the property of the CCF but is available to all NHAA students on a first come basis. There is also currently additional car parking along Webber St and further parking is available a short distance away at the sporting facility on South Road.

6. Student Support Services and Insurance

6.1 Student Support

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

- Engaging Professionals and Team Support - Our program are designed to meet Australian standards and are targeted to the student progressing and becoming a successful professional. We are committed to partnering in your success.
- Providing assistance and advice - If you need any assistance, we’ll use our best efforts to provide further information and utilise the knowledge of our trainers and or support staff. Where an enquiry is more detailed in nature students may arrange to schedule an interview(s) with our careers counsellors and or specialists.
6.2 Access to Records

NHAA is committed to allowing current enrolled student records to be available to students upon reasonable request by the student. No student information will be made available to any third parties without the trainee’s written permission other than as required by law and or regulation. Most if not all personal information can be accessed readily and immediately in cases of emergency.

Students requiring duplicate copies of academic transcripts or statements of attainment must expect a minimum processing period of 5 working days from the time of making an 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. Under no circumstances will duplicate Certificates, Diplomas or parchments be issued by NHAA.

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.

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 and have appropriate insurance cover in place.

6.4 Assurance

NHAA does not take monies or fees for courses substantially in advance for their delivery and therefore in the event of an unforeseen and or unavoidable situation occurring students are not substantially financially disadvantaged such as by having paid for whole courses and or complete semesters.

6.5 Consumer Protection

It is important that that our students rights as a consumer are protected. If there are issues with the way NHAA conducts itself which cannot satisfactorily be resolved after having undertaken 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](http://www.ocba.gov.au)

Or

**AUSTRALIAN GOVERNMENT SKILLS QUALITY AUTHORITY**
Phone: 1300 701 801
Web: [www.asqa.gov.au](http://www.asqa.gov.au)
NHAA has a “Try before you commit” introduction to Massage (Massage 1) in which prospective students can determine whether future training in their chosen career is suitable for them. NHAA does not engage in any contracts or agreements with students that require them to pay in advance, other than normal prepayment for courses about to be delivered, so there is no obligation by any party in relation to further training. NHAA does not wish to have Students commit to training they 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 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 industry
- Referral recommendations to those who may need counselling for personal issues

6.3 Quality Assurance

NHAA is registered, approved and audited by ASQA the national Vet regulator.

7. RPL/RCC (Recognition of Prior Learning/Current Competency)

7.2 RPL Procedure

1. Students are made aware of and informed of NHAA’s RPL policy prior to enrolment. 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 encouraged to take up an opportunity to discuss their RPL needs and requests with the NHAA administration before they make a formal application. There is no fee for this informal mutual no obligation conversation.

3. **Students requiring RPL must apply for RPL before enrolling in NHAA. Once enrolled at NHAA any further RPL request and or application will not be accepted.**

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

4. RPL applicants must apply for RPL using the appropriate RPL Form, and provide evidence to support their claims. The application must be accompanied by an administration fee of $150.00 (as may be amended from time to time) per subject or unit of competency, depending on the course the student is requesting RPL.
5. All RPL applications will initially be assessed by the RPL assessor based on the evidence and supporting information as submitted. The assessor may at any stage request further supporting evidence and or a demonstration which may require, but not limited to, sitting of a relevant assessment. RPL applications should consider the evidence submitted as it must be adequate in terms of authenticity, validity, reliability, currency or sufficiency.

6. An RPL applicant will be interviewed and advised of the of the outcome of the RPL application generally within 2 weeks making application or providing further requested information whichever is the latter. If unsuccessful, the student may appeal the decision using the appeals process.

7. At the conclusion of the RPL interview and where the applicant wishes to proceed a full RPL kit will be forwarded to the applicant after full payment of the appropriate fees.

8. A RPL fee of 50% of the current subject(s) or unit(s) costs, or other amount(s) as may be negotiated and offered strictly in writing by NHAA, must be paid in full before any RPL recognition and or qualification is recorded or issued.

9. Where an RPL application 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.

10. NHAA undertake the RPL process very seriously and rigorously to ensure quality standards are maintained and that qualifications issued meet regulatory requirements.

7.2 Recognition of Qualifications from other RTO’s

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

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.

Where NHAA considers a student has qualifications that do not contain sufficient pre-requisites for undertaking further subjects of learning or advanced learning then they will be required to undertake and satisfactorily complete those pre-requisite subjects or skills at NHAA’s sole discretion.

8. Records Management

8.1 Student Records Management

In Accordance with Standards for NVR Registered Training Organisations 2011, NHAA maintains 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, 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 for each student this information is maintained in an electronic Database. Subsequent enrolments in further subjects and or units and or other information is updated on this student’s record.

#### 8.2.2 Fees and Refunds

Refund polices 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 are recorded at the appropriate time after the completion of the subject and or unit. This record includes any assessments results completed portions and or any outstanding requirements or resubmissions.

At the completion of the subject or unit, trainers provide their class rolls and at the appropriate time the outcomes of assessment any or other requirements to administration for attendance and assessment results to be recorded. Trainers do not have the authority to grant a full and or part qualification to students only to assess their work. Final competency may only be granted by the by the Academy senior management.

Certificates and or qualifications are processed in batches and where applicable will be made available to Students only after all administrative checks and records have been properly and thoroughly 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 and 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 as stated in 6.2 of this handbook.
9. Certification Issuance

9.1 Qualification Certification

Where a student satisfactorily 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 but only after the review and agreement of a minimum of two authorised senior managers. Completion of all components of a qualification does not mean a qualification will immediately or at all be issued as review, administration and financial matters must as minimum be finalised before a qualification is granted.

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 a cost for issuing partial statements of attainments may be applicable.

Please note:
Statements of Attainments and Qualifications are generated in batches at various times and will only be issued once all NHAA records are updated checked and recorded in appropriate data bases and where full payment has been finalised.

9.2 Statements of Attendance and Completion

When a student has completed a subject of learning and passed the requirements for completion of that subject they will have their records amended to confirm they have completed that subject and will be informed by e-mail. Where a student has completed a number of subjects of learning that lead to a unit or units of competency they will only have those unit(s) of competency recorded upon satisfactory completion of all requirements.

Please note that in most instances a number of subjects of learning are required to attain a unit or /units of competency. NHAA delivers training for qualifications using a holistic method of delivery which requires certain under pinning knowledge and skills all of which must be satisfactorily demonstrated and 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 and any changes prior to enrolment in those courses. Students are responsible for maintaining satisfactory course attendance and results. Failure to do so may compromise the training hours required and may affect the requirements for those on Centrelink or other 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 General Misbehaviour

NHAA reserves the right to discipline students for breaches of NHAA rules and general misbehaviour. NHAA reserves the right to suspend and 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 any and all costs and losses relating to such damage.

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 and to find mutually acceptable solution so as to avoid any future occurrence.

Any repeat of unacceptable actions will result in the suspension and or expulsion of the student.

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.

10.3 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.

NHAA cannot take any responsibility for any condition or situation for which it has not been properly and fully informed and this is the responsibility of each individual student.

Notification includes any and all pertinent matters, such as but not limited to, a student’s medical condition, changes in condition and or where a student falls pregnant.
Where a Student has any doubt about the student’s condition and or responsibility they must seek direction from NHAA and or their trainer(s) as to what may be involved with forthcoming class or training sessions and or any potential impact on NHAA, its staff, trainers, students or clients.

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, in order for NHAA to consider if these can be accommodated, prior to any enrolment.

These needs may include, but are not limited to, language, literacy, numeracy and disability special needs.

10.5 Personal Property

The student 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 required and expected to switch their mobile phones to silent/vibrate during all lectures and training sessions. Students must only 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 repeated breach of the policy regarding mobile devices will make the Student liable to disciplinary action.

NHAA is not liable for the loss of personal mobile phones or other devices brought onto the campus and or any external training facility or situation.

In very unusual situation(s) of an emergency or anticipated emergency that requires immediate attention, a call may be taken but only outside the classroom or training area.

Work calls and or other personal calls do not constitute an emergency.

Students using any mobile devices on campus during an exam period, will automatically be disqualified from their examination and marked Not Yet Competent and or may be excluded from the course or expelled.
10.7 Cheating or Plagiarism

10.7.1 Cheating

Cheating and or the reproduction of other student’s work, with or without permission, will not be tolerated and be treated as a serious and gross breach of the Academy’s rules and principals. This will result in automatic disqualification with work marked as Not Yet Competent for either, both or more student(s) dependant on circumstances.

In such circumstances a student(s) may be required to re-undertake the entire subject, at their own additional cost, and or may be excluded from the course and or further courses and or have other disciplinary action taken including but not limited to being expelled from the Academy at the sole discretion of NHAA.

10.7.2 Definition of Plagiarism

Plagiarism occurs when Students fail to acknowledge that the ideas of others are being used. Non exhaustive examples of this are 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.

10.7.3 Unintentional and Intentional Plagiarism

NHAA and or a trainer may decide whether or not they consider that plagiarism was likely to have been intentional or unintentional. In such cases NHAA and or the trainer shall consider the specific situation and take relevant factors into consideration such as but not limited to

- Whether 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

Where NHAA and or the trainer considers that intentional plagiarism has occurred, they will consider the student response (if any) to the allegation.

Were a student fails to respond to an accusation of intentional plagiarism and or cheating and cannot convince NHAA and or the Trainer that the plagiarism or cheating was unintentional NHAA will disallow the work and or require the student(s) to undertake further assessment and or face other disciplinary action as stated above in 10.7.1.
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 very 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 and or make up for any missed work or study time.

Students who miss the required attendance, without proper pre-approved exemption or special permission, will be recorded as having failed the course and will be required to redo and re-enrol in the subject and or unit at their own further 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.

Further study or other work may be required to be undertaken by students in order to make up for contact and or other study time and this may incur extra costs 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 and or resit for Assessment

Students who are absent from an assessment without supported proper reasonable supported cause must arrange to be reassessed at the next time a class of the same subject is scheduled. This will constitute a resit as if the student had failed to meet the requirements of an assessment and wished to undertake assessment a second time, if so approved by NHAA.
A resit fee of $60 is applicable in either of these circumstances.

11.4 Lateness to classes or leaving early

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 the student clinic information section.
Habitually late students show disrespect for their Trainer and fellow class mates. These students will be counselled and asked to reconsider their training with NHAA and or may be refused participation in other subjects or courses and or expelled from the College.

11.4 Lateness in Submitting Written Assessments and or Assignments

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 for submissions will only be granted under exceptional circumstances and these will be considered on an individual basis.

Where not specifically stated, in the course ware or by the trainer, any and all assignments will be due no later than 4 calendar weeks from the time of the completion of that module or subject training.

Where there is a conflict in relation to time constraints for an assessment or assignment the latter of the two dates 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.

In any event no Assessment, Assignment, Submission or other will be considered after 90 calendar days of the final training session of the subject and or unit and the subject and or unit will need to be retaken at the student’s cost.

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 and or clients to allow for the full appreciation and development of that tactile therapy. 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.

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

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

11.6 Deferment of Classes
Students who have commenced a subject and require to defer may defer that subject to a later date.

A transfer fee of $50 is applicable. Transfer arrangements are not available or 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 requirements and that costs may vary or change.

In order to obtain a qualification or competency all students must undertake and satisfactorily complete any changed and or revised subject and or units or other requirement and must meet any shortfall in costs in full where costs or content 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, but not limited to, 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 and unit profiles as applicable.

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:

- **C** = Competent
- **NYC** = Not Yet Competent
- **S** = Satisfactory
- **NYS** = Not Yet Satisfactory

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 and to be submitted electronically to NHAA for 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 and 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 and or appeal(s) 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. 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 confirm 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 further subject(s) they must book that subject(s) by E-mail, or in person. 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. Payment arrangements may attract an administration charge per subject. Students should refer to our arranged payment scheme details of which the Academy staff can assist you.

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

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 in full 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(s) with NHAA and in circumstances that fees are not paid in accordance with an agreement and 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 and 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 NHAA 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; Balance refunded or credit transfer to another subject.</th>
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<tbody>
<tr>
<td>28 days or more notice prior to commencement</td>
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<tr>
<td>Withdraw from a subject:</td>
<td>$100 administration fee will apply; Balance refunded or credit transfer to another subject.</td>
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<tr>
<td>Less than 28 days’ notice prior to commencement</td>
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</tr>
<tr>
<td>Withdraw from a subject:</td>
<td>$150 administration fee will apply; Balance refunded or credit transfer to another subject.</td>
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<tr>
<td>Less than 14 days’ notice prior to commencement</td>
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<tr>
<td>Withdraw from a subject:</td>
<td>50% refund of subject fee is applicable.</td>
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<tr>
<td>Less than 7 days’ notice prior to commencement</td>
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<tr>
<td>Withdraw from a subject:</td>
<td>No refund applicable. 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>
<tr>
<td>Less than 48 hours’ notice prior to commencement</td>
<td></td>
</tr>
<tr>
<td>Withdraw once a subject has commenced (or you have the course material) or in cases of non or late attendance:</td>
<td>No refund applicable.</td>
</tr>
<tr>
<td>Withdraw from an external study course after receiving materials:</td>
<td>No refund applicable.</td>
</tr>
</tbody>
</table>

### 14.4 Fees and 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.
- Negotiated payment of fees by instalments on contract requires that agreement to be strictly adhered to at all times. Any late payment(s), as may only be allowed by NHAA at their sole discretion and 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>

Please note:

NHAA have the right to amend this fee schedule at any time and, only in exceptional circumstances, may use its sole discretion to consider a unique variation to the above.
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 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. As part of Clinic training the student must:

- 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 the Massage 2 course.
- The completion of Supervised Clinic 1 is generally 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 2, 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,
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 nom 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 for example.

• 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><strong>First Client Treatment Commences</strong></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

17.8.2 Arrival, Break & Departure Times

Students must arrive as per the required Start time, 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.

17.8.3 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 time of 12 hours for any subsequent incidents.
The Academy is required to ensure that the student is competent in observing Student Clinic policies and procedures as part of their learning competencies.

A $50 admin fee is also applied.

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

**Administration Fees**

An administration fee of $50 is always charged for Clinic penalties. This fee contributes to meeting the extra direct costs incurred by NHAA as a result of these incidents and contributes to NHAA’s ability to continue the running Student Clinic, currently, free of charge.

*Please note that Student Clinic (SC1 and SSC 2 only) is a service that NHAA currently offers to its approved and pre-qualifying Students free.*

*Providing, managing and running of Student Clinic has a considerable cost burden to NHAA as the Academy provides premises, equipment, consumables, supervision and considerable administration and support.*

*NHAA may from time to time need to review and or change this free status and a charge may need to be levied to recover costs in relation to Student Clinics. Such charge may levied on any and all students without notice and the student acknowledges that they will be liable to pay any such charge as a condition of their continuation and or completing of the required Student Clinic hours.*