

Holistic Healing Co Pty Ltd

Trading as Australian College of Hypnotherapy and Infinity Institute of Australia
RTO 91275

LEARNER HANDBOOK

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WELCOME TO YOUR TRAINING

The Australian College of Hypnotherapy (ACH)

The Australian College of Hypnotherapy (ACH) was founded over twenty years ago by Principal, *Rhonda Stewart*. Rhonda is the Developer and Principal facilitator of the courses run here at ACH.

Rhonda Stewart – College Founder, CEO and Educator

Rhonda is a Qualified and Registered Professional Counsellor, Clinical Hypnotherapist, NLP Master Practitioner and Trainer. Over the last 30 years she has built up a thriving Sydney practice and is also well known for her skills in design and development of therapy based curriculum for doctors, dentists and therapists in Australia, New Zealand and other countries. Rhonda is a Fellow of the Australian Hypnotherapy Association.

Australian College of Hypnotherapy was identified in 2015 as a Low risk High Performing Registered Training Organisation delivering quality outcomes by the Regulator and as such was granted “Approved delegate of the Australian Skills Quality Authority” (Reference <http://www.asqa.gov.au/vet-regulatory-reforms/delegating-regulatory-responsibility-to-rtos/delegating-regulatory-responsibility-to-registered-training-organisations.html>)

At ACH we are continually updating our knowledge of global developments in Therapy Training and updating our course material to reflect this. ACH works with the most successful techniques found to work in the world today. We know no two students are the same, and so our trainers assess students supervision requirements based on the individual needs of each student. We have discovered this enables the trainer to offer a more individual level of supervision and ongoing support and mentoring while you study and continuing once you graduate. We believe knowing your school is there supporting you after you have trained with us is just as important as supporting you during the training.

For those looking at further education through University a Government accredited Diploma such as is offered here at ACH can open a pathway into University. ACH also offers further professional development options with its Advanced Diploma of Clinical Hypnotherapy, Psychotherapy & NLP.

Upon successful completion of the Diploma of Clinical Hypnotherapy & NLP you will be equipped with the practical skill set to enable you to set up your own professional therapy practice in the fields of Clinical Hypnotherapy & Neuro Linguistic Programming (NLP).

Australian College of Hypnotherapy has selected a trainer to assist you in gaining the skills and knowledge you need to be work ready, and therefore able to take advantage of the employment opportunities in the industry. The trainer will oversee your training and assessment requirements.

Your Main trainer is:

Name: Rhonda Stewart

Telephone Contact Nos: _0419698650 and 0295509673

Training Program enrolled in: As outlined in your enrolment paperwork and welcome letter

TRAINING LOCATION as above

Full Qualification: as above

FACE TO FACE TRAINING VENUE:

As outlined in Welcome letter or advised by email

To keep in line with the Standards for Registered Training Organisations, Australian College of Hypnotherapy uses the term “learner” in all references to students and student responsibilities throughout this handbook.

This book forms the basis of the Induction Process.

TRAINING PROGRAM INDUCTION

Learner induction will be undertaken on the first day of training and assessment for all full qualifications provided by Australian College of Hypnotherapy.

This Handbook forms the basis for this induction and the induction process for Learners and Trainees undergoing full qualifications and new apprenticeships will also include detailed explanations of the following:

1. Name and contact details of Australian College of Hypnotherapy and trainer
2. RPL/RCC process
3. Employer/Learner/Assessor responsibilities
4. Number/frequency of visits
5. Tuition Fee details & invoicing
6. AVETMISS Statistical Reporting
7. Record keeping and access to files
8. Assessment Procedures & Evidence Collection
9. Qualifications to be issued
10. Grievance Procedures
11. The Learner's Training plan – including course information, including content and vocational outcomes

Induction confirmation is acknowledged by completing the form at the back of the Learner Handbook

LEARNER RESPONSIBILITIES

Irrespective of the type of training (full qualification or Traineeship) all Learners have a responsibility to:

- Adhere to Australian College of Hypnotherapy policies and procedures, a copy of which is accessible on our website and at your face to face training or can be sent to you in soft copy on request.
- Treat others with respect, fairness and courtesy
- Not to plagiarise, collude or cheat in any assessment activity
- Attend class and arrive on time
- Notify your trainer if you will be absent or late
- Participate actively in the course
- Submit assessments on time and in the required manner
- Provide written notice of any changes to your enrolment status and personal details
- Communicate openly with your trainer and in cases of Traineeship your employer
- Conduct yourself and manage behaviours to current workplace and industry standards

AUSTRALIAN COLLEGE OF HYPNOTHERAPY RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will provide support services to assist learners overcome the barriers to achieving competency.

We shall:

- Treat all learners equally
- Provide a learning environment free from harassment and bullying
- Respect learner's rights to privacy and confidentiality
- Provide information to all learners on how to lodge complaint or appeal without being victimized

- Deliver training and assessment services which are consistent with the relevant Training Package and needs of industry
- Seek learner feedback on the quality of our training and assessment services
- Communicate concise and timely information through letters, emails, telephone and website
- Advise learners and Trainees of any change to the training and assessment services including third party arrangements (including new and existing) and changes to ownership

Office hours are Monday to Friday 9am to 5pm excluding public holidays and Xmas shutdown.

EMPLOYER RESPONSIBILITIES (Traineeship only):

- Provide employment for the term of the traineeship.(This is on the proviso that there is not a legitimate reason for the termination of employment; for example extreme cases of misconduct);
- Link your conditions of employment to an Award or Workplace Agreement;
- Provide training in the workplace to help achieve the competency standards set by the industry;
- Provide a safe working environment;
- Help assess your skills in relation to the performance required by your industry and the training package;
- Offer feedback on your progress; and
- Liaise with your training consultant about your achievements and how they believe you have achieved these.

TRAINING DELIVERY

Traineeships

Traineeship shall be delivered 'on the job' with the assistance of your employer. Your trainer will work with your employer (Workplace Trainer), to allow all parties to prepare a training plan to help achieve your training outcome and goals.

Full Qualifications

Full Qualifications shall be delivered and assessed using a blend of theory based training, which includes:

- written assessments
- case studies
- assignments, and
- clinical activities with clients.

ASSESSMENTS

All programs delivered by Australian College of Hypnotherapy are assessed under the "Principals of Competency Based Training" therefore assessment is based on you demonstrating your practical skills. Your assessor will assess your competence (ability) in each unit and then you will receive an assessment of "Competent" or "Not Yet Competent".

When being assessed in the required skills and knowledge, you will be required to perform to a standard that is required in the workplace.

Mutual Recognition

Australian College of Hypnotherapy will recognise Qualifications and/or Statements of Attainment issued by all other Registered Training Organisations.

Recognition of Prior Learning/Current Competency

If you consider you are already competent in specific Units of competency, you may be granted an exemption from undertaking the assessment, upon:

- Proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or work experience, undertaken in the last 2 years; *and*

- Submission of evidences such as authenticated documents or samples of work demonstrating relevance and currency; *and*,
- Participation in an interview to ascertain current skills and knowledge. A cost may be associated to undertake this assessment interview.

If you make a claim for RPL a number of things could happen:

- you may not be granted any exemptions
- you may be granted exemptions for some Units
- you may be granted exemptions for all Units

Plagiarism

Learners should always submit evidence of competency that has been created by the Learner themselves. Plagiarism is not accepted by Australian College of Hypnotherapy and where plagiarism is detected Australian College of Hypnotherapy will assess the evidences as Not Yet Competent and further counsel the Learner on the requirements of Learners to submit their own evidences.

Overdue assignments

The due dates for the submission of assignments is mandatory and you are required to have all assignments reach the college on or before the due date. Under extenuating circumstances you may apply for an extension for the relevant assignment.

It is your responsibility to apply for an extension prior to the assignment due date. Failure to request an extension will incur an Administration fee of \$110.

Determination of Not Yet Competent (NYC)

To be awarded a Nationally Recognised Qualification you must be deemed competent in all Units of Competency.

Whereby a learner is determined by the assessor to be Not Yet Competent (NYC) the learner may re-sit an assessment on a date provided by the college upon payment of an administration fee of \$110.00.

Whereby a learner is determined Not Yet Competent (NYC) and the learner does not apply or fails to present for a re-sit of the assessment, the determination of Not Yet Competent (NYC) shall stand as the final result.

CERTIFICATES AND STATEMENTS OF ATTAINMENT

For all Learners, on the successful completion of your training the Australian College of Hypnotherapy will issue a Certificate/Diploma. This Qualification will record your name, date of completion, and the full name of the Qualification acquired. Your certification will include a transcript listing the units of competency achieved on the back. The Nationally Recognised Training logo (NRT) on your certificate indicates the course qualification is recognised throughout Australia. Therefore your skills are transferable.

If you are unable to achieve the full qualification (or if only a part of the full qualification was offered at the time) you will be issued a Statement of Attainment. This will include results of the competencies achieved and can be added to at a later date if you wish.

In the event of a lost or stolen Certificate/Diploma requiring re-issue a \$100 administration charge will apply.

CONTINUOUS IMPROVEMENT

Australian College of Hypnotherapy prides itself in focusing on continually improving our training and assessment services. We value your feedback and do the best we can to include your suggestions for improvement into subsequent courses.

COMPLAINTS AND APPEALS

Australian College of Hypnotherapy has appropriate and transparent mechanisms to acknowledge and deal with complaints and appeals involving:

- The RTO, its trainers, assessors and/or other staff
- A third party providing services on the RTO's behalf, and
- A Learner of the RTO,

to fairly, efficiently and effectively process and finalise the complaint or appeal.

It is our intent to resolve all complaints and appeals in a fair, effective, transparent and efficient manner to ensure a minimum of disruption to the business of Australian College of Hypnotherapy and without detriment to the Learner or complainant.

A complaint is an allegation involving the conduct of:

- The RTO, its trainers, assessors or other staff
- A third party providing services on the RTO's behalf, its trainers, assessors or other staff
- A learner of the RTO

APPEAL

An appeal is a request for the review of a decision in regards to:

- Assessment decisions made by the RTO or third party providing services on behalf of the RTO
- Suspension or exclusion from the RTO or third party providing services on behalf of the RTO

In the first instance speak with your trainer who will assist you to resolve your complaint and understand the process.

DISCIPLINE

Disciplinary requirements occur when the behaviour of a Learner is deemed as unsatisfactory by an individual or group within the environment set by Australian College of Hypnotherapy. If the behaviour is considered to be of a standard below the guidelines of this handbook and instructions given by Australian College of Hypnotherapy Management / Trainer – Assessor then that behaviour is considered as Unsatisfactory Behaviour.

During the process when ever counselling occurs the counselling is to include:

- An identification of what the problem behaviour is,
- How the behaviour does not meet the guidelines as specified, and
- What is expected in the way of correct behaviour.

The Disciplinary process has three steps. These are as follows:

1. Where there is any breach in the expected behaviour of Learners (as expected from the guidelines in this handbook) the Learner will be firstly counselled by the Trainer for that program.
2. If the unsatisfactory behaviour is continued then the Learner will be counselled by Australian College of Hypnotherapy CEO (or a designated supervisory person). At this stage Australian College of Hypnotherapy may deem it necessary to contact the funding sponsor for the program.
3. If the unsatisfactory behaviour continues then the Learner will be considered for removal from the program. At this stage Australian College of Hypnotherapy may deem it necessary to contact the funding sponsor for the program.

FINANCIAL STANDARDS

We have measures in place to ensure the financial viability of the training services including cancellation and refund policies to address all possible circumstances whereby a refund of fee's paid may be returned to a learner or group of learners.

These policies are fair and equitable and is contained within the Pre-enrolment Information you received and is available from the administration team.

REFUND POLICY

A Full refund will be given if ACH is unable to run a course for any reason or a student withdraws from a course at least 5 days prior to the commencement of a course.

No refunds will be available after the course commences. Upon commencement of the course, it is understood and agreed that there is no entitlement to any refund of the tuition fees or other charges paid to ACH under the Contract and all outstanding payments will be fully paid by the client/student no later than the specified date.

Cancellation up to 14 days prior to course commencement will result in administration fees of 5% of normal fees being charged and the balance refunded.

Cancellation after 14 days prior to course commencement will result in the forfeiture of the deposit paid.

In lieu of that refund Learners may instead elect to be enrolled (transferred) to the next available course.

Refunds in special circumstances will be considered on a case by case basis at the total discretion of ACH.

All applications for refunds or re-entry shall be lodged with the Principal.

ATTENDANCE and BEHAVIOURS

You are expected to be punctual when attending training courses, late arrival or non-attendance will affect your progress in achieving the compulsory standards, 100% course attendance is required to achieve competency. Assignment work, where required, is deemed to be part of the course.

Learners, who due to circumstances beyond their control cannot complete all units, may attend a future course to complete their competencies.

ABSENCE

If absent from a day on the course, you are to provide a written reason in the box for the day they were absent

FAILURE TO ATTEND

- Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course
- Failure to attend on numerous occasions may mean an incomplete being recorded and no refund of monies paid

LATENESS TO CLASS

- Lateness to class on any day is not acceptable
- When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay
- We expect that all Learners will be in the room on time after breaks throughout the day.

ACCESSIBLE AREAS AND ACCESS TO TRAINERS

- Trainers are accessible at all times during classroom sessions and by email or an arranged phone time.
- Trainers are not accessible during lunchbreaks
- No access is granted to non-classroom area's excluding toilets.
- No access is granted to telephones, photocopiers, fax machines and any other non-training related equipment
- Learners have access to trainers on an individual and confidential level if there are any concerns in understanding the training information, or any other concerns relating to their attendance at workshops

BEHAVIOUR AND DRESS

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination. Unacceptable behaviour includes:

- Inappropriate clothing includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words
- Inappropriate language means: no swearing or abusive language
- Mobile phones: no mobile phone use during class times or recording of content
- Eating: no eating in the classroom
- Playing games on mobile devices during class times
- Lateness returning to class from breaks is unacceptable
- Disrespectful behaviour to all other Learners, trainers and other individuals
- Jumping, standing on or putting shoes on furniture is not permitted

SMOKING, DRUGS AND ALCOHOL

Smoking: Is prohibited in all buildings and covered area's and Learners are expected to use the ashtrays provided.

Drugs and Alcohol: Learners are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course. Due to the nature of their training it is expected all students are of sound mind and body and not suffering any drug or alcohol induced sensory disturbance throughout the undertaking of the course for which they are enrolled.

If a student suffers any illness and requires the aid of prescription medication ACH requests a medical clearance certificate from the relevant medical professional to ensure the student is able to successfully complete their training requirements.

PRIVACY POLICY

In accordance with the Privacy Act 1988 and the Privacy Act Amendments 2014, Australian College of Hypnotherapy is committed to protecting your privacy and your personal information.

It is necessary for Australian College of Hypnotherapy to collect personal information about you and does so by getting you to complete Australian College of Hypnotherapy Enrolment form at your induction. The Australian Skills Quality Authority (ASQA), Department of Education, State Training Services, NCVET and Australian College of Hypnotherapy will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

Personal information is collected solely for the purposes of our operation as a Registered Training Organisation and is stored in ACH's OLC.

If at any stage your personal details change throughout the course of your training, inform your trainer/assessor so that your details can be amended, please use the Change of Circumstances Form. You have the right to access the personal information recorded at any time and provide any necessary corrections. Please contact your trainer/assessor.

Access to a copy of student or team member's records by a third party can only be obtained by written permission of the relevant person whose file has been requested. Such permission will also identify those sections of the file to be available.

All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

At enrolment students are required to access the usi.gov.au to obtain their unique student Identifier number (USI). They are required to submit their USI to the student coordinator for the purposes of maintaining ACH electronic records for the collection of data by Commonwealth and State Government Departments and Agencies.

A copy of our privacy policy will be provided to you and discussed at your induction or is available from the administration team.

WORKPLACE HEALTH AND SAFETY

You will be expected to comply with the Australian College of Hypnotherapy Workplace Health and Safety Policies during any training conducted in our training facilities and in the case of Traineeships comply with all policies where you are employed and providing service.

CLIENT SUPPORT, WELFARE AND GUIDANCE SERVICES

The following contacts are provided for support of Learners:

Australian Tax Office	13 28 61
Creditline	9951 5544
Moneycare Counselling Service	9299 6744
Welfare Rights Centre	9211 5300
Ethnic Communities Council	9319 0288
Legal Aid Help Line	1800 806 913
Women's Legal Resource	9749 5533
Interpreting Services	13 14 50

Learners are always encouraged where there is the need to seek the guidance and advice from their trainer and Trainees are encouraged to seek guidance and advice from their employer.

Learner Declaration:

I have participated in and understand the induction process including reading and comprehending all the terms and conditions outlined in Australian College of Hypnotherapy Learner Handbook

.....(Signature of Learner)

Date:...../...../.....

A copy of this form is to be placed on the Learners file.