



Australian School of Reflexology and Relaxation Core Values

1. Duty of care

In all we do, say and act, we respect ourselves, other people and our environment. We are accountable for our actions and work for the higher good of all.

2. Teamwork

Between us we have a host of skills; by working as a team we can climb mountains. We are inclusive of all in our care, no man is left standing alone. We are quick to ask –How can I help you?

3. Positive mindset

We begin each day with a positive mindset. When the days are tough we reflect on the bigger picture or recognize the beauty in a moment, knowing we are playing our part in making the world a little better.

4. Excellence

In all aspects of our rolls, we work to the best of our ability; We continue to strive for ways of improving and developing new skills. We take pride in all we do.

5. Fun

We bring a sense of fun, lightness and enjoyment to any activity we are involved with. If it “aint fun no more” we reassess what we are doing

6. Be memorable

In all we do we strive to be memorable by doing over and above what is expected.



Australian School of Reflexology and Relaxation Code of Conduct

Introduction:

The purpose of this code is to outline the way in which students of Australian School of Reflexology & Relaxation are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

Students' rights

. All students have the right to:

- ♦ Be treated fairly and with respect by all students and staff.
- ♦ Learn in a supportive environment which is free from harassment, discrimination victimization.
- ♦ Learn in a healthy and safe environment where the risks to personal health and safety are minimized.
- ♦ Have their personal details and records kept private and secure according to our Privacy Policy.
- ♦ Access the information ASRR holds about them.
- ♦ Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- ♦ Make appeals about procedural and assessment decisions.
- ♦ Receive training, assessment and support services that meet their individual needs.
- ♦ Be given clear and accurate information about their course, training and assessment arrangements and their progress and notified if any of these changes during their course.
- ♦ Access the support they need to effectively participate in their course.
- ♦ Provide feedback to ASRR on services, training, assessment and support services they receive.

Course Terms and Conditions

The legal bit



Students' responsibilities

All students, throughout their training and involvement with ASRR, are expected to:

- ◆ Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- ◆ Not harass, victimize, discriminate against or disrupt others.
- ◆ Treat all others and their property with respect.
- ◆ Respect the opinions and backgrounds of others.
- ◆ Follow all safety policies and procedures as directed by staff.
- ◆ Report any perceived safety risks as they become known.
- ◆ Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- ◆ Notify us if any of their personal or contact details change.
- ◆ Provide relevant and accurate information to ASRR in a timely manner.
- ◆ Approach their course with due personal commitment and integrity.
- ◆ Complete all assessment tasks, learning activities and assignments honestly and without plagiarism, cheating or infringing on Copyright.
- ◆ Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed Assessment Task Cover Sheet.
- ◆ Make regular contact with their Trainer/Assessor.
- ◆ Ensure they are not under the influence of drugs or alcohol while participating in their course.
- ◆ Prepare appropriately for all assessment tasks, visits, placement and training sessions.
- ◆ Notify ASRR if any difficulties arise as part of their involvement in the course.
- ◆ Notify ASRR if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- ◆ Payments for their training within agreed timeframes, where relevant.

Policies :

1. Student Plagiarism, Cheating and Collusion Policy

Introduction

This policy sets out to define the procedures to be followed in the event of any dispute or allegation regarding student Plagiarism, Cheating or Collusion when submitting assessment tasks.

Students are expected to act with integrity always and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarized the work or colluded with any other student/s. If you are found to have plagiarized, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarized, cheated or colluded, we will require you to complete the assessment again.

2. ASRR Staff and Student Malpractice Policy

Introduction

This policy sets out to define the procedures to be followed in the event of any dispute or allegation regarding staff malpractice in the assessment of internally or externally marked qualifications

Examples of Malpractice

Attempted or actual malpractice activity will not be tolerated. The following are examples of malpractice by staff with regards to portfolio-based qualifications. This list is not exhaustive:

- ◆ Tampering with candidates work prior to external moderation/verification
- ◆ Assisting candidates with the production of work outside of the awarding body guidance
- ◆ Fabricating assessment and/or internal verification records or authentication statements

The following are examples of malpractice by staff with regard to examinations:

- ◆ Assisting candidates with exam questions outside of the awarding body guidance
- ◆ Fabricating assessment and/or internal verification records or authentication statements
- ◆ Allowing candidates to talk, use a mobile phone or go to the toilet unsupervised.
- ◆ Tampering with scripts prior to external marking taking place.

If you are found to have engaged in malpractice, you will be given an opportunity to respond to the allegations. If you are found to have committed malpractice, the student will be required to complete the assessment again.

An official warning will be registered against the Staff member.

Our Complaints and Appeals Policy

Purpose

The purpose of this policy and procedure is to outline ASRR's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a **transparent** approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

Definitions

Appeal means a request for a decision made by Training Partners Australia to be reviewed

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Training Partners Australia

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

Policy

Nature of Complaints and Appeals

- ♦ ASRR responds to all allegations involving the conduct of:
 - The School , its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of ASRR
 - Any student or client of ASRR
- ♦ Complaints may be made in relation to any of ASRR's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- ♦ Appeals should be made to request that a decision made by, or on behalf of, ASRR is reviewed. Decisions may have been about:
 - assessment outcomes / results
 - acceptance into a course
 - refund assessments
 - response to a complaint
 - other general decisions made by ASRR

Course Terms and Conditions

The legal bit



Principles of complaints and appeals handling

- ◆ ASRR is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, ASRR ensures that complaints and appeals:
 - Are responded to in a consistent, transparent and fair manner, free from bias.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the complainant or appellant.
 - Are used as an opportunity to improve – by identifying potential causes of the complaint or appeal and taking actions to prevent or reduce the likelihood of reoccurrence.
- ◆ Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- ◆ Where a student chooses to access this policy and procedure, ASRR will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

1. Timeframes for resolution

- ◆ Complaints and appeals will be finalized as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.

2. Records of Complaints and Appeals

- ◆ ASRR will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register which is stored securely on our internal file management system. If a complaint or appeal involves a student or staff member, details will also be held on the relevant secure file which only authorized staff have access to.

◆

3. Making a complaint or appeal

- ◆ Complaints about a particular incident should be made within 90 calendar days of the incident occurring and appeals must be made within 30 calendar days of the original decision being made.
- ◆ Complaints and appeals should be made in writing using the Complaints and Appeals Form, or another written format and sent to:

Principal

Australian School of Reflexology and Relaxation

60 belhaven terrace quinns rock perth 6030

Email: info@asrr.com.au

Course Terms and Conditions

The legal bit



When making a complaint or appeal, provide as much information as possible to enable us to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your case.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Complaints and appeals will be acknowledged in writing via email or post. Acknowledgement should be received within 7 days of lodgment.

4. Resolution of Complaints and Appeals

- ◆ Some or all members of the management team of ASRR will be involved in resolving complaints and appeals as outlined in our procedures.
- ◆ Where a third-party delivering Services on behalf of ASRR is involved, they will also be included in the process of resolving and/or responding to the complaint or appeal. Additionally, where a complaint or appeal involves another individual or organization, they will be given the opportunity to respond to any allegations made. They will also be advised in writing of any allegations made against them.
- ◆ In the case of an assessment appeal, an assessor who is independent from original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.
- ◆ Independent Parties
- ◆ ASRR acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by ASRR
- ◆ The independent party recommended by ASRR is the Melbourne Commercial Arbitration and Mediation Centre (<http://www.mcamh.com.au/>) who have a cost of \$950 per matter; however complainants and appellants are able to use their own external party at their own cost.
- ◆ ASRR will provide complete cooperation with the external party investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- ◆ ASRR will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. You will also be formally notified in writing of the outcome of the mediation.

Course Terms and Conditions

The legal bit



3. Refund Policy: Workshops and Presentations & Courses :

Refund Policy: Courses

Prior to commencement of course:

- ♦ Enrolment fee is nonrefundable.
- ♦ 50% of received course fee refunded within 30 days prior to course commencement.
- ♦ Should the course not go ahead due to lack of numbers, or for some unforeseen reason on the part of ASRR, a full refund of enrolment fee will be paid within 7 days of notification of cancellation

Withdrawal from course :

- ♦ Deferral may be granted on compassionate grounds at the discretion of the Principal. Deferral is for 6 months or next course intake. Additional fee is applicable.
- ♦ Full course fee is payable on withdrawal, the payment plan agreement is expected to be honored, or balance of course fees paid out in full.

Refund Policy: Workshops and Presentations :

- ♦ Cancellations received in writing 2 weeks prior to course commencement will be refunded less a \$55 administration fee.
- ♦ Cancellations notified after this date will not be eligible for any refund unless in exceptional circumstances.
- ♦ If for any reason the workshop is cancelled by ASRR, any monies received will be refunded in full.