

Code of Practice

Mission Statement

Our mission is to educate students in the use of Kahuna Principles in Bodywork and as a personal development tool for use in everyday life.

Organisational Aim

To produce fully qualified Kahuna Bodywork Performers with exceptional communication skills, that adhere to Kahuna Excellence Quality Standards.

Access and Equity policy

The Australian College of Kahuna Sciences ensures persons seeking enrolment in our accredited programs are treated equitably. Candidates are selected on the basis of their skills, aptitude and relevant qualifications including life experience. In order that people derive maximum benefit from accredited programs, they are also selected on the basis of their ability to fulfil the program entry requirements. This may include assessment and support for the purpose of identifying language, literacy and numeracy difficulties. The Australian College of Kahuna Sciences provides language, literacy and numeracy assistance when required.

The Australian College of Kahuna Sciences and its staff promote a learning environment that is free from discrimination and harassment including unsolicited approaches, comments or physical contact of a sexual nature, victimisation, bullying and racial vilification.

The Australian College of Kahuna Sciences and its staff are committed to supporting full access to the organisation's range of services and employment opportunities by people from disadvantaged groups. This includes those disadvantaged socially, geographically, educationally, physically and intellectually, racially or by gender.

Accredited program application

All applicants are provided with the following information prior to enrolment to enable them to make an informed choice:

- accredited program information including content and vocational outcomes
- accredited program timetable including orientation session
- fees and charges
- entry requirements
- application form
- Code of Practice

Entry requirements

Entry to Accredited programs involves the completion of an application form and a personal interview to determine applicants' suitability in line with course entry requirements and identify any special needs. Arrange distance interviews by telephone, fax or email for interstate and overseas applicants.

The Australian College of Kahuna Sciences ensures that clients derive maximum benefit from the course and will select clients on the basis of their ability to fulfil the course entry qualifications. This includes assessment and support to identify language, literacy and numeracy difficulties.

English Language proficiency

Applicants with a non-English speaking background are required to have an adequate level of English language to undertake the Accredited program.

English Language proficiency levels for overseas students and those of non-English speaking background are proscribed in the following rating systems:

a)	Test of English as a foreign language (TOEFL)	540
b)	International English Language Testing System (IELTS)	6
c)	Australian Second Language Proficiency Rating (ASLPR)	3

If there is any doubt that applicants English language meets this level of proficiency, then applicants will need to be certified by an independent testing body in your country and provide the original copy of your certificate to the Australian College of Kahuna Sciences.

Applicants requiring assistance with language development will be advised of available bridging programs through local colleges e.g. Adult and Community Education (ACE) or TAFE.

Client enrolment

Application forms are processed in order of receipt by the Australian College of Kahuna Sciences. Applicants will be contacted for an interview appointment. The interview will assess applicant's suitability in line with course entry requirements and identify any special needs. Prior to enrolment, applicants receive the following information:

- course information including content and vocational outcomes
- course timetable including orientation session
- fees and charges
- entry requirements
- application form
- Code of Practice

Accredited program textbooks must be purchased prior to the commencement of the program.

Course Enrolment - Overseas Students

In the registration of overseas students, the Australian College of Kahuna Sciences:

- provides students with the following information about courses:
 - (i) a general description of the content
 - (ii) the qualification or accreditation gained on completion
 - (iii) the duration
 - (iv) the teaching methods used (*including any field trip or work experience requirements*)
 - (v) the assessment methods used
 - (vi) if another provider is also involved in providing the course, that fact and the location of course delivery by that provider
 - (vii) details of any arrangements with other providers for recognition of the course or completed components of the course
- provides students with a general description of:
 - (i) the facilities (*e.g. classrooms, furniture, fittings*)
 - (ii) the equipment (*e.g. audio-visual teaching aids, exercise equipment, headband, martial art belt, foam mats*)
 - (iii) the learning resources available to students (*e.g. text books, library facilities*)
- provides an itemised list of all fees payable to the provider.
- provides information about the minimum level of English language proficiency, educational qualifications, and course relevant experience required for students to be accepted in the course.
- provides students with a written agreement upon acceptance of fees for courses in accordance with ss28 (1) of the ESOS Act 2000.
- gives students an accurate representation of the local environment including location of training venue and indicative costs of living.
- advises students that any school-age dependents accompanying them to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.
- recruits overseas students in an ethical and responsible manner ensuring that any offer of a place on a course is based upon an assessment by a qualified person of students' suitability for the course.
- obtains evidence of overseas students' proficiency in English where relevant.
- informs intending overseas students accurately of course requirements (e.g. attendance requirements)
- enrolls overseas students only in full time courses.

Client orientation

A client orientation session will be held prior to the commencement of the accredited program and will cover the following:

- introductions to trainers, staff and other clients
- Identify clients' special needs (if any)
- facilities equipment and resources
- accredited program timetable
- a copy of client handbook
- flexible learning and assessment strategies
- organisational policies and procedures (*e.g. OH&S, RPL, Complaints and Appeals etc.*)

- government requirements regarding management of overseas students
- client support and welfare services
- question and answer session

Fees

To secure their place, successful applicants must pay a 10 % non-refundable deposit 10 weeks prior to the commencement of the accredited program. The balance of the program fee is due 4 week(s) prior to the commencement of the program.

Alternatively the program fee can be paid in instalments prior to the commencement of each term. Payment dates will be advised by the Australian College of Kahuna Sciences. Payment by instalment will attract a once-off 5 % administration charge.

The Australian College of Kahuna Sciences employs financial management strategies to protect fees paid in advance.

Refund policy

A fee refund, less the non-refundable deposit, will only be given if a client cancels before commencement of Accredited programs.

In the unlikely event of program cancellation by the Australian College of Kahuna Sciences full fee refund including the deposit will be made to clients.

After commencement of the program, fees are non-refundable.

Deferment of Accredited program and Fee Credit

Clients may receive a pro-rata credit, less the non-refundable deposit, if they cannot continue the accredited program for unavoidable reasons. The credit can be used to pay for a future accredited program of their choice.

Any credit of fees held is for the use of that client only and is non-transferable to other persons. Any credit of fees being held for the use of a client is non-refundable.

Client welfare and guidance services

The Australian College of Kahuna Sciences aims to provide useful and comprehensive information and support to clients to assist them during their training program.

A Client Support and Welfare Officer is available for addressing welfare and guidance issues.

A *Client Handbook* is provided to all clients during orientation period. The *Client Handbook* details information on accredited courses, fees payable, students rights and responsibilities, local environment, accommodation, public transport, local services, medical services, alternate therapists, educational counselling, English language classes, literacy and numeracy assistance, and welfare assistance. This handbook is regularly updated.

Clients experiencing learning or other difficulties will be directed to appropriate sources of help and support. Provision is made for language, literacy and numeracy assessment where appropriate.

Complaints and Appeals procedure

The Australian College of Kahuna Sciences is committed to the early resolution of complaints. Persons wishing to complain may do so through the following procedure:

- obtain an *SI.F2 Complaints and Appeals Form* from the office
- complete and return form as soon as possible to the office
- the complaint will be promptly considered by the Chief Executive Officer
- the Chief Executive Officer will consult with other persons involved in the complaint
- the Chief Executive Officer will mediate to resolve the situation.
- if the complaint remains unresolved an independent mediator will be engaged.
- appropriate action will be taken by the Chief Executive Officer if a complaint is substantiated

Occupational Health & Safety

The Australian College of Kahuna Sciences considers the occupational health, safety and welfare of its staff and clients to be of the utmost importance. The Australian College of Kahuna Sciences takes all “reasonably practicable” steps to provide and maintain a safe and healthy workplace and learning environment.

A successful OH & S program is dependent upon all persons on the Australian College of Kahuna Sciences premises sharing responsibility for insuring a safe and healthy environment.

The Australian College of Kahuna Sciences has designated the Manager with defined responsibility and authority in relation to occupational health and safety issues within the organisation.

The Australian College of Kahuna Sciences ensures all staff and clients are aware of their responsibility regarding OH & S issues through provision of safety information and education.

The delivery and assessment of all accredited programs must incorporate the relevant OH & S legislation and requirements as they apply to work practices.

All injuries, accidents and near misses must be reported to the OH & S Officer and recorded in the First Aid Log Book. All incidents will be investigated and action taken to prevent their re-occurrence. A first aid box and manual is available in the office for use by staff and clients.

Smoking is prohibited on the Australian College of Kahuna Sciences’ premises. Alcohol and/or illegal drugs are prohibited on the Australian College of Kahuna Sciences’ premises.

Any action by staff or clients that jeopardises the health, safety or welfare of others may result in dismissal.

Privacy Policy

The Australian College of Kahuna Sciences collects certain personal information from staff and students to facilitate effective and efficient service provision. The Australian College of Kahuna Sciences ensures the privacy of individuals in the following ways:

- only collects information with the knowledge and consent of individuals
- only uses personal information for the purposes for which it was collected
- does not re-sell, distribute, or share personal information to a third party without prior consent of the individual
- ensures that personal information will not be disclosed to other state institutions or authorities except if required by law or other regulation
- ensures that demographic and other statistical information is not linked to any personal information that can disclose the identity of an individual

Disciplinary procedures

Clients are expected to display a high level of personal responsibility for their learning process and for their interaction with other clients and staff members.

Anyone displaying inappropriate or dangerous behaviour, (e.g. disruptive class behaviour, refusal to follow OH&S procedures, irregular attendance) will be required to attend a disciplinary meeting to discuss the necessary changes they need to make. The meeting participants will negotiate an agreed plan of action and time scale for reviewing the necessary behaviour changes. If the agreed changes are not implemented, the client may be dismissed from the accredited program.

Attendance

Our accredited programs will challenge students' resolve and endurance. They are fundamentally work-based programs requiring a steadfast commitment. Regular and punctual attendance at classes is required for successful completion of accredited programs.

Clients who do not display regular attendance at their training program may be required to attend a disciplinary meeting. If a client's attendance in any program modules falls below 90 % they may be ineligible for a pass in that subject.

In the event of extended absence due to ill health or personal reasons, clients will need to discuss their position with the Chief Executive Officer.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the determination of advanced standing that a client has through their previous formal or informal training, work experience and/or life experience. The Australian College of Kahuna Sciences recognises the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations in accordance with its recognition of AQF obligations.

RPL is offered to all clients on enrolment and are provided with an *SS.F4 RPL information sheet*. Clients may apply for an RPL assessment related to

competencies/modules included in the accredited program. An RPL application form is available from the office.

Clients are required to provide sufficient evidence of competence to sustain a successful RPL. The evidence required is established through the RPL process

The RPL process is structured to minimise time and cost to applicants. It provides guidance in enabling applicants to gather sufficient evidence to support their claim for recognition of current competencies held, regardless of how, when or where the prior learning occurred.

A successful application for RPL does not necessarily attract a fee refund or credit.

Training delivery procedures

The accredited programs at the Australian College of Kahuna Sciences are delivered in a manner that provides individual clients with the best opportunity to succeed in achieving their goals.

A variety of theoretical, practical and interactive learning strategies are employed. Strategies include: trainer presentation and demonstration, clinical and workshop practise, discussions, written and verbal question and answer sessions, case studies, role play and structured exercises.

Accredited program modules are delivered through group classes and include one-to-one guidance and coaching for clients.

All accredited program trainers and assessors have a minimum of years training experience in their area of expertise and are formally qualified to deliver accredited training and assessment in line with Training Package or accredited course guidelines.

Ki'a'i Ho'okahi Weber

Comment: Did you have a figure in mind – I couldn't find it anywhere?

Accredited program assessment procedures

Assessment is carried out in accordance with the National Assessment Principles as endorsed by the National Training Framework Committee, May 1998.

Assessment for all program competencies is compulsory. Assessment processes cover the broad range of skills and knowledge needed to demonstrate competency in the relevant field of study. Assessment integrates knowledge and skills with their practical application.

The trainer/assessor will provide clients with written descriptions of accredited program content, learning outcomes and assessment criteria for each competency/module. This will also include information of methods of assessment, assessment tasks, and due dates for completion of assessment tasks.

All assessment tasks should be completed on or before the due date. Extensions need to be negotiated with the assessor and must be for a good reason. Assignments should have a cover sheet clearly setting out the client's name and assignment details.

The accredited program allows for only “Competent” or “Not yet competent” on completion of each competency/module.

Workplace assessment procedures

Workplace assessments are conducted in accordance with the model assessment procedure as approved by the National Training Quality Council (NTQC).

Workplace assessments will be conducted according to training/assessment plans as agreed between the trainer/assessor and all stakeholders.

Assessors will enable clients to undertake a self-assessment process prior to formal assessment events. Assessors will negotiate and inform clients on all aspects of workplace assessments prior to formal assessment. This will include assessment methods, assessment tools and reasonable adjustments to the assessment process where appropriate.

Assessment events, resources, times, etc. will be discussed with employers, supervisors, mentors, coaches, where appropriate. Confidentiality will be maintained at all times.

Appeals against assessment decisions

Clients wishing to appeal against accredited program or competency/module assessment decisions may make a formal request for re-assessment of their work as follows:

- obtain a *S8.F3 Request for re-assessment form* from office
- complete and return form as soon as possible to the office with relevant assessment documents
- the original assessor will be requested to report on the their assessment process
- all original assessment documents will be submitted for re-assessment to a second qualified assessor together with original assessor’s report
- where practical demonstrations form part of the assessment, arrangements will be made for re-assessment by a second qualified assessor
- the client will be notified in writing with details of the re-assessment result
- any further re-appeals will be dealt with in a *Complaints and Appeals process*

Exit Points

The Diploma of Kahuna Sciences (Bodywork, Instructor Training) has early exit points at Certificate IV in Kahuna Sciences (Bodywork) and Certificate III (Bodywork). Each Exit point enables students to achieve specific vocational outcomes within the health and fitness industry.

There is no automatic re-entry into a future accredited program if clients fail to complete all competency/modules of the program in which they were originally enrolled.

Issuance of qualifications

Qualifications issued by the Australian College of Kahuna Sciences meet the Australian Qualifications Framework (AQF) standards.

A single qualification will be issued to clients upon successful completion of the accredited program. A Statement of Attainment will be issued for partial completion of the program.

Clients issued with a qualification will also receive documentation that identifies the units of competency that have been achieved.

The Australian College of Kahuna Sciences maintains records relating to the issuance of qualifications in the Qualifications Register.