



Student Handbook

This handbook contains the Code of Practice and Privacy Policy.

We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

Please read this Student Handbook and the Course Information for your course carefully.

This Student Handbook should be used as a reference for the services offered by Byron Yoga Centre to its students and also as a guide with regard to the responsibilities of each party on the learning and development journey.

If at any time you have a concern or query relating to your training, please contact us on the details listed below:

T: 0266858327

F: 0266780313

E: assistant@byronyoga.com

Address: 6 Byron Street, Byron Bay, NSW 2481 (Byron studio)

50 Skinners Shoot Road, Byron Bay (Head Office & Retreat Centre)

PO Box 721, Byron Bay, NSW 2481

CONTENTS

1	CODE OF PRACTICE	2
1.1	Educational Standards	2
1.2	Sanction	2
1.3	Quality Management Focus.....	2
1.4	Marketing and Advertising	2
1.5	Guarantee.....	2
2	ADMISSIONS/ENROLMENT	5
2.1	Client Selection & Recruitment	5
2.2	Enrolment Procedure.....	6
2.3	Induction/Orientation	6
3	COURSE INFORMATION, CONTENT & VOCATIONAL OUTCOMES.....	7
3.1	Course/Program Information.....	7
3.2	Vocational Outcomes.....	7
4	FEES AND CHARGES, REFUND POLICY & EXEMPTIONS.....	12
4.1	Fees & Charges	12
4.2	Refund Policy	12
5	LANGUAGE, LITERACY & NUMERACY SUPPORT	12
6	STUDENT SUPPORT.....	13
6.1	Student Services, Welfare and Guidance.....	13
6.2	Procedure for Student Support/Counselling.....	13
7	FLEXIBLE LEARNING & ASSESSMENT.....	13
7.1	Training and Assessment Standards	13
7.2	Flexible Learning	14
7.3	Assessment	14
8	COMPLAINTS & APPEALS.....	14
8.1	Complaints.....	14
8.2	Appeals.....	14
9	DISCIPLINARY PROCEDURES	15
9.1	Discipline Policy	15
9.2	Rules & Regulations.....	15
10	ACCESS AND EQUITY.....	15
10.1	Access and Equity Principles	15
10.2	Staff Responsibilities for Access and Equity	16
11	RECOGNITION OF PRIOR LEARNING (RPL).....	16
11.1	Recognition of Other Qualifications / Credit Transfer	16
11.2	Recognised Prior Learning (RPL) & Recognised Current Competence.....	16
12	HUMAN AND PHYSICAL RESOURCES	17
12.1	Human Resources.....	17
12.2	Physical Resources	17
13	PROCEDURE FOR ISSUING CERTIFICATES	18
14	LEGISLATION	18
15	PRIVACY POLICY.....	18

1 Code of Practice

1.1 Educational Standards

Byron Yoga Centre will maintain high standards in the provision of vocational education and training and other client services. Byron Yoga Centre has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

Byron Yoga Centre maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. Byron Yoga Centre ensures that the following are the minimum elements of our Code of Practice (*Click for details*):

<u>Sanction</u>	<u>Complaint Policy</u>
<u>Legislative Requirements</u>	<u>External Complaint Procedure</u>
<u>Quality Management Focus</u>	<u>Discipline Policy</u>
<u>Language, Literacy and Numeracy Support</u>	<u>Appeal Policy</u>
<u>Marketing and Advertising</u>	<u>Recognised Prior Learning [RPL]</u>
<u>Access and Equity</u>	<u>Credit Transfer</u>
<u>Training and Assessment Standards</u>	<u>Assessment Criteria</u>
<u>Admissions/Enrolment</u>	<u>Issue of Certification</u>
<u>Fees and Charges</u>	<u>Student Services, Welfare and Guidance</u>
<u>Possible Vocational Pathways</u>	<u>Privacy Policy</u>
<u>Refund Policy</u>	<u>Guarantee</u>

1.2 Sanction

Byron Yoga Centre recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

1.3 Quality Management Focus

Byron Yoga Centre is committed to providing a quality service with a focus on a continuous improvement. Byron Yoga Centre values feedback from students, tutors, and industry representatives. Where possible, Byron Yoga Centre designs diagnostic assessment instruments specific to student needs.

1.4 Marketing and Advertising

Byron Yoga Centre will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. Byron Yoga Centre's marketing strategies will not contravene legislation.

1.5 Guarantee

Byron Yoga Centre will honour all guarantees outlined in our Code of Practice.

Byron Yoga Centre – Code of Conduct

Byron Yoga Centre wishes to foster respectful and harmonious relationships in all facets of the organisation between all staff, teachers, students and guests. These include student-teacher relationships, teacher-teacher relationships and student-student relationships.

We recognise that ethical behaviour is the foundation of courteous and appropriate relationships and we acknowledge that potential difficulties can arise in any community and that interpersonal relationships can be heightened by potent yoga practice.

Our Code of is intended to serve as a basis for respectful, appropriate and ethical behaviour for our community. The Code corresponds with the Yamas (Ethical code of conduct) in Patanjali's Yoga Sutras.

Ahimsa – Non Harming / gentleness

- We treat each other with respect without any discriminate on the basis of race, age, gender, sexual orientation, religion or national origin.
- We have zero tolerance to violence - physical and verbal.
- We choose our words with consideration and talk with gentleness and compassion. If, in the moment, we cannot communicate without anger, we walk away and address the issue when we are calm. If needed, we can seek mediation from our Department Head or HR.
- We see smoking, drinking alcohol and all non prescribed drugs as a form of self harm. We have zero tolerance to alcohol and drugs, if you must smoke cigarettes please go off site and dispose of butts in the garbage.

Satya – Truth / integrity

- We make only realistic statements regarding our capabilities and knowledge.
- We don't give advice on injuries or issues that are not within our specific knowledge.
- Students or teachers can sometimes put a teacher onto a 'pedestal' role, but we take care to avoid this.
- We conduct our communications and interactions with honesty (except where this would hurt another person).
- Any conversations we have of a confidential nature are treated as such, unless keeping quiet could lead to someone being harmed or put at risk.

Asteya – Non stealing / respect

- As a gesture of respect to our traditional yoga lineage, to teachers and to each other, community members dress in modest and appropriate clothing that is comfortable and suitable for yoga. Swimwear is fine by the pool but at mealtimes people are asked to be fully clothed in the dining area.

- The basis of our trainings and retreats are group sessions. While questions, discussions and sharing are welcome at the appropriate times, we ask that students and guests are mindful not to dominate groups or derail the learning process by ‘hijacking’ sessions.

Brahmacharya - correct sexual conduct / moderation

- We have been devastated by the accounts of sexual misconduct within the yoga community. In order to be above reproach, we abide by the following guidelines
 - We establish and maintain professional relationship boundaries at all times. This is particularly important for teacher-student dynamics.
 - Teachers and trainees always seek permission for hands on assists. Hands on assists are done mindfully and respectfully to avoid any chance they could be construed as inappropriate.
 - Consent Cards are used in yoga classes to indicate acceptance of hands on assists and adjustments. We acknowledge that if any student’s safety is compromised, a teacher may need to stop an assist by physically intervening.
 - Physical contact, such as hugs and massage between members of the community must be consensual and free of any sexual intent.
 - If at anytime you feel uncomfortable or confronted by actions of others, please talk to your Department Head, HR or a staff member you feel able to confide in.
 - If you have feelings beyond friendship for any other community member, we ask that you refrain from physical intimacy for the duration of your course or retreat. If the attraction is between teacher and student, our guidelines are that the teacher ceases to be that student’s teacher and waits a minimum of 3 months before potentially exploring an intimate relationship.

Aparigraha – non hoarding / generosity

- If we have a disagreement with another member of the community, we seek to work it out either directly or with mediation. We do not hold on to grudges or past grievances. We recognise that we are all human, we all make mistakes and we are all ultimately operating from good intentions.

2 Admissions/Enrolment

2.1 Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements at all times. Byron Yoga Centre is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

Entry Requirements

To gain entry into the course students must have had a minimum of one hundred and twenty (120) hours of class asana instruction over a two (2) year period, which must be verified by their Yoga teacher. This teacher should hold a Yoga Alliance Registered Yoga Teacher 500 hours certification.

Potential students must be over 18 years of age.

Recommended entry requirements

As the course is delivered in English, and often involves the review and understanding of arguably abstract Yogic philosophic concepts, students should have a medium level of literacy skills and English Proficiency which can be demonstrated through:

- Evidence of having completed an Australian Senior Secondary Certificate of Education (SSCE) or its equivalent (evidence of equivalency to be provided by a registered Australian authority with power to determine equivalency)
- Evidence of having completed a Vocational or Higher Education qualification in Australia, in English, within the past 8 years
- An International English Language Testing System (IELTS) score of 5.5 overall (across all bands).
- Evidence of having lived and worked in a country where English is the official language for a period of 6 years or more.
- Each application will be treated on its own merits.

There are no limitations to courses in relation to age, gender, physical ability, nationality or ethnic origin and social background.

Each application will be treated on its own merits.

Prospective entrants who do not have appropriate documentary proof of academic qualifications, or who cannot demonstrate entry requirement competencies as above and/or be able to provide sufficient other evidence for entry, may be able to gain entry through a structured interview process.

Mature age students or learners from disadvantaged groups without the minimum educational requirements for entry, who are able to demonstrate through interview / testimonials / work samples, the maturity and motivation to succeed in the course may be granted special entry at the discretion of the Course Coordinator or nominated Entry Officer.

There are no limitations to entry in relation to age, gender, physical ability, nationality or ethnic origin and social background.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

2.2 Enrolment Procedure

An enrolment form may be posted or completed on the premises. A completed enrolment form is to advise all details necessary to register a student. All questions should be answered and the student's signature should appear under the certification section.

When the completed enrolment form is received with fees, the student is allocated a permanent identification number. This student identification number is required for any certificates to be issued on completion of the course.

The enrolment form is signed and dated by the enrolling officer to confirm availability of the course subjects. It also confirms that all required information has been obtained from the student.

The enrolling officer opens a confidential student record file. The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

If the fees are received in full then the enrolment form and the funds are processed and receipted. If the fees received are a deposit only then the arrangements for the payment of the balance are made before proceeding.

The receipt for fees and a copy of the confirmed enrolment form are given to the student. A copy of the Student Handbook and Course Booklets are attached and the student is advised to read the policies prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

The original receipted confirmed enrolment form is filed in numerical sequence. The receipt number, date of receipting, total receipted and any further payment arrangements made with the student are noted on the enrolment form.

2.3 Induction/Orientation

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- understand the information contained in the Student Handbook and Course Booklet;
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information.

3 Course Information, Content & Vocational Outcomes

3.1 Course/Program Information

Students should receive the following information prior to enrolment:

- client selection, enrolment and induction/orientation procedures;
- course information, including content and vocational outcomes;
- competencies to be achieved by trainees;
- certification to be issued to the trainee on completion or partial completion of the course;
- assessment procedures;
- arrangements for the recognition of prior learning;
- facilities and equipment;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- client support, including any external support for clients;
- flexible learning and assessment procedures;
- welfare and guidance services;
- complaints and appeals procedures;
- disciplinary procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Booklet for each course. Consult the Course Booklet or the course adviser for more information.

3.2 Vocational Outcomes

When graduates have completed their studies with Byron Yoga Centre, a register of the skills of the graduate will be maintained for future vocational reference.

1.1 Name of the qualification	10865NAT Certificate IV in Yoga Teaching
1.2 Nominal duration of the course	<p>Supervised: 537 hours Unsupervised: 268 hours Volume of Learning: 805 hours</p> <p>The course is 2 days per week, for 40 weeks (8 hours per day). Each day comprises of 7.5 contact hours, and 0.5 for assessment as needed. There are up to 5 hours per week of online learning and daily practice journals to complete.</p> <p>The <u>unsupervised hours</u> represent activities that contribute to achieving the course outcomes that are not supervised by an RTO trainer or assessor, such as.</p> <ul style="list-style-type: none"> • Personal practice time (generally daily 5/7 days) including Asana postures / sequences; Pranayama/meditation; • Journalling of own Yoga practice and experiences and for reflection • Researching Yoga philosophy, traditions, principles • Completion of individually prepared / produced assignments/projects; • Private study time for revision and reinforcement of knowledge;

	<p>The time taken to undertake these activities will vary among students according to each individual's prior life / work experience/s.</p> <p>The AQF definition for "Volume of Learning" has been used when determining the above hours.</p>		
2. Vocational or educational outcomes			
<p>2.1 Purpose of the course</p>	<p>Students who successfully achieve this qualification will be able to perform the job role of a Purna (integrated) Yoga teacher.</p> <p>The course will provide participants with a range of knowledge and skills to perform the following functions associated with a Purna (integrated) Yoga teacher:</p> <ul style="list-style-type: none"> • Ability to teach and demonstrate appropriate application of various Asana postures; • Ability to teach and demonstrate breathing techniques found within Purna Yoga (Pranayama); • Provide students with background information into Yogic philosophy and lifestyle. <p>They may be employed at gymnasiums and health centres.</p>		
<p>To achieve the qualification, 10865NAT Certificate IV in Yoga Teaching, the learner must complete 10 units. All units are core units.</p> <p>All units must be completed to attain the qualification.</p> <p>Course rules stipulate that TAED401A Plan, organise and deliver group-based learning and HLTAP301B Recognise healthy body systems in a health care context be treated as pre-requisite units for the enterprise units, and be successfully completed prior to commencing the enterprise units.</p> <p>YGTWOR401A Work within a Yoga school framework, YGTPRC402A Perform a range of Yoga practices and TGTTEA403A Teach a general Yoga class are now all co-requisite units.</p>			
<p><i>Unit code</i></p>	<p><i>Unit title</i></p>	<p><i>Pre-requisite</i></p>	<p><i>Nominal hours</i></p>
<p>YGTWOR401A</p>	<p>Work within a Yoga school framework</p>		<p>48</p>
<p>YGTPRC402A</p>	<p>Perform a range of Yoga practices</p>		<p>125</p>
<p>YGTTEA403A</p>	<p>Teach a general Yoga class</p>		<p>46</p>
<p>HLTWHS001</p>	<p>Participate in workplace health and safety</p>	<p>Not applicable</p>	<p>20</p>
<p>HLTAAP001</p>	<p>Recognise healthy body systems in a health care context</p>	<p>Not applicable</p>	<p>70</p>
<p>HLTAID003</p>	<p>Provide first aid</p>	<p>Not applicable</p>	<p>18</p>

CHCCOM006	Establish and manage client relationships	Not applicable	35
BSBSMB420	Evaluate and develop small business operations	Not applicable	45
TAEDEL401	Plan, organise and deliver group-based learning	Not applicable	30
CHCLAH006	Coordinate planning, implementation and monitoring of leisure and health programs	Not applicable	100
		Total Nominal Hours	537

The AQF definition for “Volume of Learning” has been used when determining the Volume of Learning for this course. Presently the Volume of Learning for a Certificate IV qualification is roughly 0.5 full time years (equating to 600 hours).

Our supervised, nominal hours for the course presently stand at 537 hours. This figured has been calculated based on the Enterprise Unit nominal hours stipulated by the course owner and the nominal hours stipulated by the Victorian Purchasing Guide for the incorporated Training Package units.

The non-supervised activities that contribute to the overall qualification outcomes involve the student completing some of the following activities:

- Practicing learned Asana postures;
- Time spent practicing Pranayama/meditation;
- Completing written assignments/projects;
- Completing self-study to revise and reinforce areas of knowledge;
- Journaling experiences on the course for reflection.

The time taken to undertake these activities will vary between students according to their experience. On average the non-supervised hours will equate to approximately 268 hours.

Attached is a document (Cert IV Schedule-general.pdf) showing how the course may be delivered and assessed. The daily program will be made up of an average of two hours meditation, pranayama, study and reading, as well as a specialised two hours training class each morning.

The afternoons are made up of a further two hours of lectures on various subjects, then a further two hours of practical supervised teaching of the public.

During the course there are several evenings devoted entirely to the different aspects of philosophy, ethics, lifestyle, Yoga physiology and Yoga psychology.

Students spend a minimum of 487 hours in face to face teaching.

Early exit points are not applicable.

In the event of a student not completing the full qualification, a Statement of Attainment will be issued for any unit of competency completed.

Essential entry requirements

To gain entry into the course students must have had a minimum of one hundred and twenty (120) hours of class asana instruction over a two (2) year period, which must be verified by their Yoga teacher. This teacher should hold a Yoga Alliance Registered Yoga Teacher 500 hours certification.

Potential students must be over 18 years of age.

Recommended entry requirements

As the course is delivered in English, and often involves the review and understanding of arguably abstract Yogic philosophic concepts, students should have a medium level of literacy skills and English Proficiency which can be demonstrated through:

- Evidence of having completed an Australian Senior Secondary Certificate of Education (SSCE) or its equivalent (evidence of equivalency to be provided by a registered Australian authority with power to determine equivalency)
- Evidence of having completed a Vocational or Higher Education qualification in Australia, in English, within the past 8 years
- An International English Language Testing System (IELTS) score of 5.5 overall (across all bands).
- Evidence of having lived and worked in a country where English is the official language for a period of 6 years or more.

Each application will be treated on its own merits.

There are no limitations to courses in relation to age, gender, physical ability, nationality or ethnic origin and social background.

3. Assessment

Assessment strategies have been developed in consistency with *Standards for Registered Training Organisations (RTOs) 2015* and are carried out by competent staff.

Units imported from Training Packages are assessed using guidelines found within the Training Package Unit Outline, while enterprise units are assessed according to requirements stipulated by the course owner – also found within the Unit Outline. Assessment must address and incorporate all unit requirements, including Elements and Performance Criteria, Required Skills, Required Knowledge, Critical Aspects of Assessment, Workplace and Licensing Requirements. Evidence of how assessment meets these requirements is recorded on a Mapping Matrix for each unit.

Ensuring that unit requirements are consistently met is achieved through conducting validation activities by suitably qualified staff, and where possible, external industry experts. This process involves the gathering of nominated individuals and together cross referencing each specific Unit Outline with the current delivery and assessment approach undertaken by the RTO. Information is captured on templates such as the RTO's Validation of Training Product and Validation of Assessment Sheets. Any gaps identified are addressed immediately.

When developing the Enterprise Units, the following Assessment Methods were decided as appropriate:

Observation:

Students need to be observed by the trainers to be correctly practising the postures. Feedback is given to students at each training session. Such demonstrations show an ability to apply learned techniques and strengthen a student's verbal and non-verbal communication skills, both valuable in a teaching context.

Written Assignments:

Written assignments improve vocabulary and encourage students to carry out research, source information and apply this information correctly and in context. This strengthens a student's information gathering and collation abilities.

Presentation:

Students are required to demonstrate their knowledge and understanding of the theory behind various postures and breathing (Pranayama) practices. Students are required to give formal talks on various aspects of Yoga philosophy to demonstrate their absorption of information.

Supervised Teaching

Supervised Teaching provides students with practice in the job role of Yoga teaching. It is the major delivery mode for the enterprise units. It is important that students practice and are supported in their learning so that they can go out into the workplace and feel they are safe and effective Yoga teachers.

Students must complete a minimum of 20 hours of supervised teaching of Yoga to the public. Observation of the practical demonstration of skill must occur in a workplace setting, preferably a Yoga Studio or open plan studio or classroom with mirrors. Where this is not possible, a simulated workplace may be utilized. The simulated workplace is one that would have access to the following resources:

- Mats
- Bolsters
- Chairs
- Blankets
- Straps
- Blocks
- Benches
- Eye bags
- Wall ropes
- Heart benches
- Bandages
- CD's/audio tapes
- First Aid Kit

In a simulated environment, students would undertake role play activities, taking turns to act as a general member of the public participating in a Yoga session and then as a Yoga instructor giving a Yoga session.

The course does not require or stipulate any special arrangements for the Recognition of Prior Learning (RPL). Students who are interested in applying for RPL will be required to follow policies and procedures as stipulated by the provider in question.

The candidate must provide current, quality evidence of their competency against the relevant unit of competency in the Certificate IV in Yoga Teaching. Documentation is to be provided by the candidate and verified by the assessor, such as in the compilation of portfolios. This evidence may take a variety of forms and might include certification, references from past employers, testimonials from clients, and work samples. The onus is on candidates to provide sufficient evidence to satisfy assessors that they currently hold the relevant competencies. The assessor may also, where agreed to by the student, assess competency through observation of performance and skills application, and/or written and oral assessment.

4 Fees and Charges, Refund Policy & Exemptions

4.1 Fees & Charges

Details of fees are supplied in the course information for each course. Please consult the Course Booklet or the course adviser.

If a student is deemed to be "Not Yet Competent" at the conclusion of a course then the student will be offered additional gap training for the units still to be completed at a reduced fee of no more than 50% of the unit cost.

Subject fees will be accessed only when the service is rendered on commencement of course. A maximum deposit of \$1,500 only can be paid in advance of commencement of the program.

4.2 Refund Policy

The policy of Byron Yoga Centre is at all times to be fair and equitable to registered students. Applications for refunds can be made to the Director.

Refunds REFUND POLICY IN TABLE FORMAT

REFUND TABLE – Certificate IV in Yoga Teaching	
Unsuccessful visa application	100% refund of all unused prepaid tuition fees less \$250 admin fee
Cancellation of enrolment prior to 6 weeks before course start date	Refund of all prepaid tuition fees less \$500 admin fee
Cancellation of enrolment within 6 weeks of course start date (regardless of visa status)	No refund of any fees paid
Cancellation after course commencement	No refund of any fees paid
Visa cancelled due to actions of the student (student default)	No refund of any fees paid
Course cancelled by Byron Yoga Centre (provider default)	Full refund of any unused tuition fees

* Please note special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling) following written application to the Administration Department.

5 Language, Literacy & Numeracy Support

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an

exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

6 Student Support

6.1 Student Services, Welfare and Guidance

Byron Yoga Centre uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days' notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

Byron Yoga Centre has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

Byron Yoga Centre has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

Byron Yoga Centre informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

Byron Yoga Centre's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of Byron Yoga Centre's expertise or control, Byron Yoga Centre will make every attempt to refer the student to the relevant agency or expert.

6.2 Procedure for Student Support/Counselling

Byron Yoga Centre is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

7 Flexible Learning & Assessment

7.1 Training and Assessment Standards

Byron Yoga Centre's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer. Byron Yoga Centre complies with the international Code of Conduct for Assessors developed by The National Council for Measurement in Education.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

7.2 Flexible Learning

Byron Yoga Centre provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the Director.

7.3 Assessment

The assessment policy and procedures for each course are detailed in its Course Booklet. Byron Yoga Centre applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training commences.

8 Complaints & Appeals

8.1 Complaints

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the director;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, Byron Yoga Centre will advise students of external organisations to which they can appeal.

8.2 Appeals

Byron Yoga Centre seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Director, and appropriate improvements made to prevent recurrence of the

problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

Appeal Procedure:

- Notify trainer within 21 days.
- Trainer and/or Director provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, eg Consumer Affairs or relevant Government Departments that may be able to assist.

Students may also seek legal redress through the usual court processes if they feel unsatisfied.

9 Disciplinary Procedures

9.1 Discipline Policy

Students at all times must maintain appropriate behaviour and follow Byron Yoga Centre's rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the Director.

9.2 Rules & Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, Byron Yoga Centre accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

10 Access And Equity

10.1 Access and Equity Principles

Byron Yoga Centre will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. Byron Yoga Centre increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Byron Yoga Centre prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

10.2 Staff Responsibilities for Access and Equity

Byron Yoga Centre applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery and assessment.

11 Recognition of Prior Learning (RPL)

11.1 Recognition of Other Qualifications / Credit Transfer

Byron Yoga Centre recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

11.2 Recognised Prior Learning (RPL) & Recognised Current Competence

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

Byron Yoga Centre advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module sets the RPL benchmarks.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations.

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See *Complaints*.)

RPL is managed by qualified staff. A candidate may receive recognition for all competencies required for the course module or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of the module.

Candidates are charged a fee of \$50.00 per module when making application for RPL assessment.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the modules. Assessments are evaluated by the Director or a panel consisting of a course/subject expert and the Director.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. “Top up” learning options prior to a second assessment will be suggested. “Competent” is recorded on the student’s record if recognition is granted.

12 Human and Physical Resources

12.1 Human Resources

Byron Yoga Centre is committed to a high standard of training through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- appropriate qualifications in training and assessment.

Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition they participate in an ongoing basis in training to enhance their training and assessment skills.

12.2 Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

1. Training Room Facilities:
 - adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
 - provision of comfortable chairs, designed for use over a sustained period;
 - adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
 - tables that are suitable for writing and which do not cramp students for space;
 - clear sight and hearing from all points and to the point of presentation;
 - audio visual equipment that is not intrusive;
 - strategically placed power points;
 - clearly accessible amenities such as toilets and drink stations;
 - telephones placed away from training rooms;
 - rooms located away from external noise of any kind likely to disturb proceedings;
 - pleasing overall aesthetics; and
 - shape and size of the room(s) and the type of furniture conducive to varied layouts.
2. Reference Materials

3. Refreshment Facilities

13 Procedure for Issuing Certificates

The student will be issued with a certificate on completion. If the student completes only one or more modules but not a complete qualification, a Statement of Attainment will be issued. A Statement of Attendance may be issued where appropriate.

Before certification is issued the Director verifies competency has been properly assessed, all tasks completed, and all fees paid. Once all is in order, the Director issues the relevant certificate.

When a student has completed their course and a certificate has been issued, the student's file is archived. A reference is made of the student name, student number and certificate number in the archive filing register.

14 Legislation

Byron Yoga Centre identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Workplace Health and Safety Act 1995
- Workplace Injury Management and Workers' Compensation Act 1998
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Equal Employment Opportunity 1987
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 1995
- Health Rights Commission Act 1991
- Building Fire and Safety Regulations 1991
- Commission for Children and Young People Act 2000
- Aged Care Act 1997 (including Aged Care Accreditation Standards)
- Home and Community Care Act 1985
- Health (Drugs & Poisons) Regulations 1996
- Nursing Act 1992
- Education Services for Overseas Students (ESOS) Act 1991
- Occupational licensing requirements
- Relevant local council regulations (e.g. physical access, hours of operation)
- Apprenticeship and traineeship requirements where appropriate.

The various acts are held on site and are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au. Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

15 Privacy Policy

Byron Yoga Centre complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Director.

Use and disclosure of personal information

Sensitive personal information will only be collected as required from students, is treated as confidential within Byron Yoga Centre and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services
- informing students about additional or upcoming courses available
- gathering feedback from students regarding training for Byron Yoga Centre's market analysis and course development.

Byron Yoga Centre does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Director.

Information about students from third parties

Byron Yoga Centre may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or if not possible, Byron Yoga Centre will inform the student when such information is collected.

Receiving marketing information

With students' consent, Byron Yoga Centre may provide them with information from time to time about new courses available to them.

Students' consent to this will be implied unless they notify Byron Yoga Centre that they do not wish to receive this information. You may do this by advising the Director that you do not wish to receive marketing information.

Security of personal information

In line with new technology, Byron Yoga Centre continually improves the security of personal information collected. Byron Yoga Centre takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require Byron Yoga Centre to amend the information.

To access this information students are required to contact the Director and complete a request for access form. The Director must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the Director as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access is granted.

Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the Director.

Staff Confidentiality

Byron Yoga Centre complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services. Staff must be aware of this act and its requirements and must at all times ensure student information remains confidential.

Student Information Requests

The Director is responsible for the processing of all requests for student information from students.

These requests require the completion of a request for access form and the verification of the students identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the student's personal details.

These questions are:

- Full Name
- Student Number
- Date of Birth
- Address (home and semester)
- Phone Number (home and semester)

The Director and the student must both sign the request form as an official record of identification. The Director may also, if deemed necessary, further ensure the student's identification through a signature comparison with their enrolment form.

The Director is to notify the student when access is available. The Director and the student must both again sign the form upon access as a record of such access. This form is then to be placed in the student's file for future reference.

Third Party Information Requests

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Authorised Third Parties:

Students may nominate third parties they wish to access their records. This process is conducted by the Director who ensures a third party access form is completed and the security details for the third party obtained. These details will be entered into the student's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

Other Third Parties

Staff must not release any information to any other third party requesting student information. The Director will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.

***Good Luck
with
your course***