

# Massage Schools of Queensland Australia



## Handbook for International Students

Important Student Information – Please Read



RTO No: 2875  
CRICOS No:  
01854A

## Massage Schools of Queensland

### Handbook for International Students

# *Welcome To Massage Schools of Queensland.*

We trust you will find your time with us very rewarding and productive, and that you will enjoy the challenge of your studies.

As part of your induction program with us, you will be provided some important information and you can refer to this handbook which is designed to assist you in your time here with us at Massage Schools of Queensland.

We are expected to maintain the highest ethical standards in marketing, advertising, administration and delivery of courses. We take great pride in our reputation and assure our students of our commitment to these standards.

Please feel free to speak to our dedicated staff members at any time to clarify any issues or queries you might have about the school or your studies.

Yours sincerely,

Rhona McKay  
Head of School  
Massage Schools of Queensland

CRICOS # 01854A  
RTO # 2875

Dentos Pty Ltd t/as  
Massage Schools of Queensland



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#### Code of Conduct

Massage Schools of Queensland, when offering courses to international students, is bound by the ESOS Act 2000, ESOS Regulations 2001 and Education (Overseas Student) Regulations 1998 (Qld) and complies with the provisions of the National Code of Practice 2007.

Massage Schools of Queensland seeks to create an environment where all persons are treated equitably and with respect, where person's rights are respected and where staff and student efforts are encouraged and their achievements given due recognition.

Staff and students should treat each other with respect. This involves:

- Courtesy and responsibility
- Avoiding unfair discrimination on grounds such as race, gender, national origin, sexual orientation, disability or religion
- Avoiding behaviour which might reasonably be perceived as harassing, bullying or intimidating
- Respecting the rights and property of others

Massage Schools of Queensland abides by the principles of the Privacy Act, however the organisation may be required to provide student contact details to State or Federal authorised personnel for the purpose of audit or upholding the law. Where a student confides in a staff member, the information should not be discussed with or revealed to others, except where this is necessary to take action or decisions concerning the student who has provided the information.

Students and staff are expected to carry out their duties in a professional, responsible and continuous manner and are to be accountable for their conduct and decisions.

Everyone has a duty to take reasonable care to avoid causing harm (including physical harm) to anyone. Thus, staff and students should actively promote safe working practices and environments for everyone using school facilities.

All training material and handouts are the copyright of Massage Schools of Queensland and cannot be copied for distribution to other parties.

Staff and students may not remove company equipment/material from the campus, except where this is necessary for use by the staff and students for school purposes and where they have appropriate permission.

All property of Massage Schools of Queensland is to remain the property of Massage Schools of Queensland.



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The Head of Schools and Staff do not ever expect to discipline students who are undertaking a course. Misconduct is defined as relating to a student who, without reasonable cause, deliberately behaves in any of the following ways:

- Cheating or plagiarism,
- Breaches any MSQ rule or instruction or fails to comply with the lawful direction.
- Acts or omits to act in a manner that may endanger the safety or health of another person.
- Unlawfully attempts to, or assaults, or causes a person to hold a reasonable fear for his or her safety or well-being;
- Significantly impairs the ability of a person to participate in any legitimate MSQ activity.
- Acts in a manner that disrupts the peace and good order of MSQ or brings it into disrepute.
- Divulges confidential information relating to a MSQ matter.
- Causes damage to, or loss of property of MSQ
- Makes a false representation regarding him or her as a MSQ student
- Abuses, harasses, bullies, intimidates or threatens MSQ students (including sexual harassment)
- Breaches MSQ policy, including intellectual property, discrimination, computer or library facilities, health and safety, ethics and professional standards; and/or
- Breaches any Act of the Commonwealth or State to which MSQ is subject, while at MSQ or its premises (including any criminal actions and racial discrimination).

Students who continually commit minor acts of misconduct or commit an act of serious misconduct must show cause as to why they should not be dismissed from the school. Matters of student misconduct will be treated in a conciliatory manner. Individual circumstances, including extenuating factors, which may affect any individual's behaviour, will be taken into account.

- Staff will make every reasonable attempt to assist students in difficulties. Students should be encouraged to change their behaviour rather than be threatened with disciplinary action.
- Confidentiality is important in order to protect the rights of those involved and to minimize the likelihood of legal action for defamation.
- Where misconduct is assessed as a criminal offence, the appropriate authorities (i.e. Police) may be contacted. The appropriate authority will institute its own procedures regarding action to be taken.
- The organization is aware of issues such as civil liberties and personal freedom

We recognize that students do have the right of appeal where serious penalties have been imposed. Students may seek assistance from the appropriate state/territory authorities when appealing a decision under these procedures.

### **Access and equity**

Massage Schools of Queensland is committed to providing opportunities for all people, regardless of their background. We support Government policy initiatives and provide access opportunities whenever we can, or seek assistance for participants from relevant agency or departments.

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.



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Massage Schools of Queensland is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation. Equal opportunity is demonstrated whereby staff and students are not discriminated on the basis of race, sex, age, disability, sexuality, marital status. Students who need specialised assistance unavailable internally will be referred to external organisations appropriate to their needs.

The management of Massage Schools of Queensland reserves the right to refuse enrolment if there is reason to believe that the student's educational experience or other capabilities are insufficient for this course of study.

The Head of School will be accessible for any complaints or questions that may arise from either equity or accessibility issues.

#### **Overseas Agents**

Massage Schools of Queensland will not accept overseas students recruited by an agent, or authorize an agent to use Provider Registration and International Students Management Systems (PRISMS) on their behalf, if they suspect the agent of using dishonest practices. These would include:

- suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full-time study.
- Facilitating the enrolment of overseas students who do not comply
- with the conditions of their student visas.
- Engaging in false or misleading advertising and recruitment practices.
- Using PRISMS to create Electronic Confirmation Of Enrolment (CoEs) for other than bona fide students.

Massage Schools of Queensland, when offering courses to international students, is bound by the ESOS Act 2000, ESOS Regulations 2001 and Education (Overseas Student) Regulations 1998 (Qld) and complies with the provisions of the National Code of Practice 2007.

#### **Language and Literacy Assessment**

English language requirements for overseas students is a minimum of IELTS level 5.5 for Diploma studies and 4.5 for Certificate studies or equivalent Australian course.

#### **Contact Details**

Students must notify Massage Schools of Queensland of their Australian address and contact details within seven days of arrival. Any changes to these details must be reported immediately. Failure to do this is a breach of visa requirements.



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#### **Fees and Refunds**

Full course fees are included with the International Information Package or by contacting us. When an application for enrolment has been successful the student will receive a Letter of Offer which includes all details of the course including fees. The student will receive an invoice for the deposit for the course and Health Insurance cover.

Course fees may be paid in full prior to commencement or by payment plan. If paying by payment plan, all fees must be made by due date. Failure to do so may result in the termination of enrolment.

Certificates/Diploma's will not be issued until all fees are up to date. Students with outstanding fees will not be permitted to graduate until all fees are paid in full.

#### *Additional fees :*

Enrolment fee of \$200 (non refundable)

Materials fee of \$200 (non refundable)

Refills for massage oil

Re issue of a certificate - \$25

In the unlikely event that course fees will increase during the study period, students will be advised in advance and options explained.

#### **Refunds**

An application for a refund must be made in writing to the Head of School and must include the name of the student and the reason for the withdrawal. Applications will be considered against the policies on the following page.

The Head of School will respond to the request and advise the outcome within 2 weeks of receipt of the request.

If any course is cancelled or deferred and does not start on the agreed starting day or is started but terminated before it is complete for whatever reason, MSQ will refund all course money within 2 weeks after the default day in accordance with the provisions of Sections 27 and 29 of the ESOS Act 2000.

In the case of a refund requested and approved for any other reason, the refund will be paid within 4 weeks of the default day in accordance with the provisions of Sections 27 and 29 of the ESOS Act 2000.



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#### **Refund policy**

- a. Massage Schools of Queensland agrees to refund all prepaid course fees without deduction within two weeks where Massage Schools of Queensland cancels the course or the commencement of the course is postponed, and alternative courses do not suit the applicant.
- b. Massage Schools of Queensland agrees to a full refund within two weeks of all fees paid where the student produces evidence where the application made by the student for a visa was rejected by the Australian Department of Immigration and Citizenship (DIAC).
- c. For written cancellation received three (3) or more weeks prior to commencement of a course, a full refund of fees less \$200 Enrolment Fee and \$200 Materials Fee will be made.
- d. For cancellation less than three (3) weeks prior to commencement of a course, fees paid are non-refundable.
- e. For cancellation after commencement of a course, fees paid are non-refundable.
- f. Where the student's enrolment is terminated due to non attendance, non payment of fees and/or non compliance with the school's code of conduct, course fees paid are not refundable.
- g. Refunds will be paid in same currency as the fees were paid unless payment in that currency is impracticable.
- h. Refunds will be paid directly to the person who enters into the contract with MSQ about the student, unless the person gives a written direction to MSQ to pay the refund to someone else

In the unlikely event that Massage Schools of Queensland is unable to deliver the course in full, a refund will be offered of all course fees paid to date. The refund will be paid to the student within 2 weeks of the day the course ceased to be delivered. Alternatively a place on an alternative course with another provider may be offered at no extra cost to the student. The student has the right to choose a full refund or a place at another institution.

If Massage Schools of Queensland is unable to provide a refund or a place in an alternative course our Tuition Assurance Scheme with the Australian Council for Providers of Education and Training (ACPET), will place the student in a suitable alternative course at no cost to the student.

If ACPET cannot place the student in a suitable alternative course, the ESOS Fund Manager will attempt to place the student in an alternative course. If this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

#### **Complaints and appeals**

Students are encouraged initially to attempt to resolve a complaint informally by talking directly with the person concerned to resolve the problem. If the issue is not resolved the student may access the Internal Complaints and Appeals Procedure at no cost to the student.

During all stages of the Complaints Procedure, MSQ will take all steps to ensure that the complainant and the respondent will not be victimised or discriminated against.



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#### Definitions

##### Academic Appeals

An academic appeal against an assessment within the school.

##### Grievance

A grievance is a concern about a situation, a process, a person or people, a facility or a service provided by MSQ which the student brings to the attention of the School in an informal way, i.e. it is spoken about, not written down.

##### Complaints

A formal complaint takes place if a grievance cannot be resolved informally and is written down for official processing. Complaints may include but are not limited to operational, administrative, discrimination and harassment issues. Examples of these could include sexual harassment, racial or sexual discrimination, physical or verbal abuse.

##### Appeal

If a student is dissatisfied with a decision made by MSQ, he/she has 20 working days from the date stated within the written notification in which to lodge an appeal to have the case reviewed. This includes decisions relating to complaints outcomes and assessment appeals, as well as notifications of unsatisfactory academic progress, unsatisfactory attendance, misbehaviour, refusals of transfer applications, and/or pending cancellation of enrolment.

##### External Appeals

If students are not satisfied with the results of an internal process, MSQ can offer an independent external arbiter to hear appeals. The purpose of the external appeals process is to consider whether the provider has followed its policies and procedures – it is not to make a decision in place of the institution. The student may access and receive the outcome of only one external appeals process before the MSQ may report the student.

#### Procedure

If a student wants to initiate a formal complaint as a result of an unresolved grievance they need to request a Complaint Report Form from administration and fill out the details of the complaint. This form is submitted to the Head of School for consideration.

The complaint resolution process will commence within 10 working days and all reasonable measures will be taken to finalise the process as soon as practical. The Head of School will investigate the complaint and interview any persons associated with the grievance to gain a full understanding of the issues in order to make a considered decision. Both the complainant and the respondent may be accompanied by a third party if so desired at these interviews.

The Head of School will provide a written decision to the complainant within 10 working days outlining the reasons for the decision and the complainants right to appeal the decision and the name and contact number of the person they can appeal to if they are not satisfied with the decision.



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If a student is dissatisfied with a decision made by the Head of School in regards to a complaint they can appeal that decision within 20 days.

The students enrolment will continue while this issue is resolved.

If the appeal cannot be resolved internally, then it can be referred to an external agency. MSQ allows for one external appeal to be heard and completed before notification to DIAC. Students are advised that they are solely responsible for the fees that they may incur with an external mediator.

External bodies include:

Australian Council for Private Education and Training (ACPET)	07 3210 1628
Overseas Students Ombudsman	1300 362 072
Mediation centres of the Justice Department.	1800 017 288
Anti-Discrimination Commission	1300 130 670
Office of Fair Trading Qld	13 74 68

Students may contact the State Registering Body International Quality Unit (CRICOS) on 61 7 3225 2442 or [cricosreg@deta.qld.gov.au](mailto:cricosreg@deta.qld.gov.au) if they have any concerns regarding the conduct of the school. The registering body may suspend or cancel the registration of a provider or course.

If the appeal is against the provider's decision to either:

- defer or suspend a student's enrolment due to misbehaviour
- to cancel the student's enrolment

MSQ will await the outcome of the internal appeals process (supporting MSQ's decision) before notifying DEEWR through PRISMS of the change to the student's enrolment.

Once DEEWR has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- leave Australia
- show the Department of Immigration and Citizenship (DIAC) a new Confirmation of Enrolment (CoE) or
- provide DIAC with evidence that he or she has accessed an external appeals process.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, MSQ will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

If a student takes the complaint or appeal to the external process, the student will be informed promptly of the decision reached by the external body.

*The complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws.*



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#### Attendance Requirements

- All courses are full time and students must attend the school for a minimum of 80 hours a month (80% attendance)
- Students must sign an attendance sheet each day which is monitored monthly
- Where the student's attendance falls below 90% but is above 85% in one month the student will be counselled by the Head of School to see if the student requires some support and to remind them of their obligations of the Student Visa.
- If attendance falls below 90% but is above 85% in the following month, a first warning letter will be issued to the student regarding maintaining 80% attendance as per the requirements of their visa.
- If records show that attendance has subsequently fallen below 80% the student will be given a notice of intention to report for unsatisfactory attendance and referred to the appeal process.
- The student will be given 20 working days (from receipt of the letter) to make an appeal through MSQ's appeal process and during the appeal process the student is required to maintain his/her enrolment.
- If within 20 working days the student has not lodged a formal appeal or the appeal decision supports MSQ's 'intention to report' decision, then the student will be reported to the Secretary of the Dept of Education, Employment and Workplace Relations (DEEWR) via PRISMS.
- International students must complete all Log Book hours in the student clinic as well as clinic hours.

Note: MSQ may decide not to report a student for breaching the 80% attendance requirement where the student records clearly indicate that the student is maintaining satisfactory course progression and is attending at least 70% of the scheduled course contact hours for the course in which they are enrolled.

#### Deferring, Suspending Or Cancelling a Student's Enrolment

A student is enrolled for the period for which the tuition fees have been paid. Massage Schools of Queensland allows students to suspend, cancel or defer their studies only under very limited circumstances which are beyond the control of the student but will impact on their progress.

These will include but not be limited to:

- Serious illness or injury where a medical certificate states that the student was unable to attend classes
- Death of a close family member (Parent or Grandparent)
- A serious traumatic incident supported by police and/or psychologist's report

Students must apply in writing for a suspension of their course by filling out an Application for Withdrawal, Suspension or Transfer Form from reception.

Each case will be assessed on its individual merit and documentary evidence must be provided to support the claim. After considering the evidence provided and the student's circumstances a decision will be made by the Head of School.



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#### **Suspension and Cancellation initiated by Massage Schools of Queensland**

A student may have his or her enrolment suspended or cancelled as a result of academic misconduct or misbehaviour by the student in breach of the Code of Conduct.

The student will be informed of Massage Schools of Queensland's intention to suspend or cancel and notify the student that he or she has 20 working days to access the internal complaints and appeals process.

If a student accesses the internal complaints and appeals process the suspension or cancellation will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. If the student does access the policy, DIAC will be advised.

#### **Withdrawal**

A student who wishes to discontinue their studies is free to do so, but there is no obligation on the part of Massage Schools of Queensland to reinstate any student who has withdrawn. A student who has withdrawn may reapply at a later date, subject to any relevant immigration restrictions that may apply. Any such re-application will be considered through the normal application processes.

#### **Monitoring Progress to achieve completion within the Visa period**

Massage Schools of Queensland expects students to progress with minimum interruption towards completion of their course. Students must attend the scheduled courses for the duration of the course including clinic hours. Students who are absent for more than 2 consecutive days must provide a medical certificate.

Massage Schools of Queensland closely monitors each students' progress through regular progress checks. Subject trainers conduct theory assessments at the end of each subject. A senior lecturer will conduct practical assessments throughout the course. Students who do not gain competency will be given the opportunity to re-sit the non-competent elements..

Massage Schools of Queensland will not extend the duration of the students study beyond the specified CoE except under the following circumstances:

- Compassionate or compelling circumstances where a verified illness has prevented the student attending the academy for a significant length of time, or if MSQ is not able to offer the student a part of their training.
- An intervention strategy was implemented for a student at risk of not completing some part of their training.
- An approved deferment or suspension of study has been granted.



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#### **If a student is failing academically**

Where, as a result of the monitoring process a student has been identified as not gaining 50% competence in a subjects after two opportunities to re-sit non competencies, a letter will be issued to the student with a meeting time with the Head of School to discuss an intervention program as the student will then be unlikely to complete their course in the required time.

Following initial discussion and review of the student's attendance and participation, an Intervention Strategy may be implemented. Strategies are individually determined to meet the need of the student, and could include:

- a learning support program
- additional English language support
- additional tutoring or learning activities for theory subjects
- advice regarding study habits (eg maintaining required attendance)
- advising students on the suitability of the course in which they are enrolled
- advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency

If progress is still not satisfactory – the student has again failed the next subject after being given the opportunity to re-sit non-competent sections, the Head of School will advise the student in writing that they have failed to reach the required standard and that notification will be sent to the Secretary of the Dept of Education, Employment and Workplace Relations via PRISM.

The student will have 20 working days to access the appeals process. Enrolment will be maintained during this process and students may still be able to attend class (at the discretion of the Head of School).

#### **Transferring between Registered Providers**

Massage Schools of Queensland will not knowingly enrol a student wishing to transfer from another provider within the first 6 months of the students principal course except under the following conditions:

- a. the original registered provider has ceased to be registered or a course in which the student is enrolled has ceased to be registered
- b. the original registered provider has provided a written letter of release
- c. the original registered provider has had sanctions imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course or,
- d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change.

#### ***Release of Students prior to completing the first six months***

The National Code 2007 requires providers to assess requests from students for a transfer to another registered provider if the students have not completed six months of their principal course of study.



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A principal course is the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a Diploma programme then a Bachelor degree, the Bachelor degree is the principal course.

A student wishing to transfer must fill out a Withdrawal or Transfer Form and submit it to the Head of School. MSQ will consider all such requests for transfer fairly and take into consideration the individual circumstances of each student in order to ascertain whether the transfer would be advantageous or detrimental to the student.

MSQ consider the following circumstances as reasonable grounds to decline a student

- There is no Letter of Offer from another provider
- The transfer could jeopardise the student's progress if the student is enrolled in a package –ie: Certificate IV and a Diploma.
- The student's account is not up to date for the current period of the study
- The student is trying to avoid being reported to DIAC for failure to meet the provider's attendance or academic progress requirements.

A decision will be made by the Head of School within 10 working days of the request. The student will be informed of the decision in writing.

Students who have studied longer than this period of 6 months are free to transfer to another provider.

Where a student approaches Massage Schools of Queensland for enrolment from another provider the decision to offer a place will be based on the following criteria.

- students demonstrated commitment to previous studies
- good attendance record
- course fees have been paid in full
- A Letter of Release has been received from the previous provider.

### **Prior Training**

#### *Skills Recognition / Credit Transfer / Mutual Recognition*

Massage Schools of Queensland supports the national policy of mutual recognition of qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), regardless of the location, provided that the RTO is registered to offer that qualification and all criteria covered is inline with ours as content can vary.

An application can be made for any of the above when the student believes that they have already attained the necessary skills and competencies elsewhere (work or other study etc.). The student will be required to provide documentation to support an application.

**Note: A challenge test and/or submission of relevant assignment/s may be required if deemed necessary by the Head of School.**



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#### Privacy and Access to Records

Students records are kept in a secure location and we abide by the requirements of the Privacy Act. Information is collected only for purposes directly related to a function or activity of our business. However there may be times when we need to share that information with government bodies involved in auditing our business.

Students can request to view their files at any time in the company of a member of staff.

#### Assessment Policy

Assessment is competency based and in accordance with the National Assessment Principle incorporating the standards of the Australian Quality Training Framework. Assessment is designed to determine whether the student can demonstrate the target competencies at each stage of training. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results will be re-trained before being reassessed at a later date.

The Unit 'First Aid' is delivered and assessed through a partnership arrangement with the Registered Training Organisation 'Accredited Training Company'.

#### *How will I be assessed?*

All assessment is set out in the overview to each competency or competencies which are provided to the student at the commencement of each course. Once this assessment has been successfully completed, the student will receive a result which will count towards their qualification.

Assessment methods include

- **Practical Demonstration / 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.
- **Theory Assessments** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or paragraph.
- **Assignments** - a research project to gain deeper understanding of a subject.

#### *When will I be assessed?*

- Assessments will occur at the end of each subject.
- At the completion of Certificate IV a practical and oral assessment will be conducted by a senior member of staff to judge overall competency.
- During the Diploma studies, students will be assessed at several stages by the Head of School to assess competency levels, including a final assessment prior to awarding a qualification.



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#### **Results**

Assessments will be marked “competent” or “not yet competent.” Units of competency results will be recorded for the student. At the completion of the course or individual units, a Transcript / Qualification will be issued. If the student does not complete the course the student will be eligible for a transcript of results for any units of competency achieved.

#### **Issuing qualifications**

Qualifications will be issued after successful completion of the Unit of study / Certificate or Diploma course. Certificates are issued in accordance with the Australian Qualifications Framework and will be awarded at the Graduation Ceremony at the end of the semester.

#### **Special Consideration**

Massage Schools of Queensland is fully focused on the students gaining competency. If a student considers that their performance in an assessment may be affected by any special circumstance, or they feel that they were disadvantaged when the assessment was conducted then they may request special consideration. These may include but not be limited to: accident, bereavement, compassionate circumstances illness, disability personal injury, language or literacy difficulties. The student will be granted one or more of the following options: have an extension of time, provided with another assessment, be given an oral rather than a written assessment .