

## **2016 Student Handbook for Nature Care College: Nature Care College Courses**

**THE INFORMATION IN THIS HANDBOOK APPLIES STUDENTS ENROLLED IN THE QUALIFICATIONS LISTED BELOW.**

- Advanced Diploma of Integrative Natural Health
- Advanced Diploma of Integrative Nutritional Therapeutics
- Advanced Diploma of Western Herbal Therapeutics
- Advanced Certificate in Holistic Spa and Beauty Therapies
- Diploma of Natural Health and Wellness
- Diploma of Nutritional Therapy (Food Coaching)
- Diploma of Nutritional Therapy (Nutritional Consultant)
- Diploma of Energetic Healing
- Diploma of Transpersonal Coaching
- Diploma of Sports Therapies
- Professional Certificate in Food & Nutrition Coaching
- Professional Certificate in Applied Aromatherapy
- Professional Certificate in Clinical Reflexology
- Professional Certificate in Massage Therapy
- Professional Certificate in Meditation Facilitation
- Professional Certificate in EFT & Energetic Tools for Transformation
- Reiki Master Practitioner Certificate
- Certificate in Nutrition
- Certificate in Naturopathy
- Certificate in Western Herbal Remedies
- Certificate in Homoeopathy
- Certificate in Ayurvedic Healing
- Certificate in Coaching Theories
- Certificate in Aromatherapy
- Certificate in Astrology
- Wide range of Short & Continuing Professional Education Workshops

**These courses have been developed by Nature Care to meet specific training needs. However, they are not nationally recognised training and assessment, do not lead to the issuance of AQF certification documentation and Nature Care College is not registered by ASQA to deliver these courses.**

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**Handbook Disclaimer**

This Student Handbook contains information that is correct at the time of publication.

Changes to legislation and/or **Nature Care College Pty Ltd (Nature Care College)** policy may impact on the currency of information included. **Nature Care College** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **Nature Care College**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **Nature Care College**. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to: **Nature Care College Student Services Team: [info@naturecare.com.au](mailto:info@naturecare.com.au)**

**Important Details**

**Head Office:** Nature Care College Pty Ltd

**Address:** 178 Pacific Highway  
St Leonards NSW 2065

**T** (02) 8423 8333  
**E** [info@naturecare.com.au](mailto:info@naturecare.com.au)  
**W** [www.naturecare.com.au](http://www.naturecare.com.au)

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**Welcome**

Congratulations on your choice to undertake a qualification with **Nature Care College**. To assist you in your studies, this Handbook provides information on all College policies and procedures along with administration and general information.

**Our Vision**

*Committed to being the leader for life enrichment through training excellence in holistic education within a caring and supportive environment.*

**Mission Statement**

Nature Care College is committed to providing training excellence for holistic education and training in natural therapies within a supportive environment. The emphasis is on the individual, recognising that each person has a different path to follow in life and a distinct way of developing and learning. The College's educational philosophy, which has developed over the past thirty-eight years, is based on the integration of holistic principles and medical science. We have a commitment to academic integrity, quality teaching, fostering and advancing knowledge in natural therapies.

Nature Care College strives to maintain and develop organisational structures, communication systems and decision-making procedures that are effective and efficient in defining and implementing its mission. At all times, we adhere to high ethical principles, honesty and respect for the environment and all its inhabitants.

**About Us**

We have one campus located at 178 Pacific Highway St Leonards NSW.

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Classroom lessons
- Online learning
- Workplace training in our onsite Supervised Student Clinic (Nature Care Wellness Centre)
- Online collaboration, and
- A combination of the above.

**Contacting Us**

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Should you have queries regarding any aspect of your enrolment, please contact a Course Advisor to discuss. Feel free to contact us with any query you may have regarding your learning experience.

**Nature Care** follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, **Nature Care** has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

**Nature Care's** Code of Conduct states that:

*Nature Care College is committed to improving the wellbeing of trainers and staff will act in accordance with all legal and ethical requirements to support learners enrolled with us. The*

values that underpin our work include: fairness, respect, integrity and responsibility. We demonstrate these values in our daily work by:

- providing quality training
- acting ethically and in accordance with all regulatory requirements
- being consistently honest, trustworthy and accountable
- being courteous and responsive in dealing with others
- being committed to social justice by opposing prejudice, injustice and dishonesty
- making decisions that are procedurally fair to people and which avoid discrimination, for example, on grounds such as gender, race, religion and culture ; promoting dignity and respect by avoiding behaviour which is, or might reasonably be perceived as, harassing, bullying or intimidating
- maintaining professional relationships
- working collaboratively with colleagues to reach our common goals
- maintaining and developing our professional and work practices.

A copy of the Code of Conduct can be obtained by contacting **Nature Care** on: [info@naturecare.com.au](mailto:info@naturecare.com.au)

### **Other Policies and Procedures**

Please contact our Student Services Department at [info@naturecare.com.au](mailto:info@naturecare.com.au) for more information in relation to your studies with us.

### **Privacy**

**Nature Care College** strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

### **Access to Your Records**

If you wish to access your student information file, please direct your enquiry to our Records Coordinator at: [info@naturecare.com.au](mailto:info@naturecare.com.au)

### **Enrolment in Nature Care Courses**

Before submitting your enrolment form you should:

- Refer to the recommended Study Plans for enrolment recommendation. The Study Plans lists the subjects you need to enrol into for each term of study. Ensure you are following your study plan to optimise your learning
- If you do not wish to follow the study plan, it's important that you contact a Course Advisor for advice on how to proceed. As not every subject is scheduled every term, failure to follow the study plan may result in delays in progressing your studies.
- Check (if you are unsure) about pre-requisites and co-requisites
- Notify a Course Advisor of any special circumstances that may impact your studies or any specific training needs of which the College is not already aware.

You should submit your completed enrolment form to a Course Advisor. Information on course tuition fees relating to your proposed course of study are provided as pre-enrolment information and you can access this information on the website and in the course timetable. Enrolment Terms and

Conditions are outlined on all Enrolment Forms before you lodge your Enrolment Form please ensure you have read the Enrolment Terms and Conditions.

Once all re-enrolment forms have been completed, you will be enrolled into your Subject or Subjects.

You should contact Student Services at any time, if you have queries regarding your enrolment.

### **Re-Enrolment Dates**

Nature Care College operates on a trimester system. This means you have three opportunities to re-enrol per year. Please refer to the Academic Calendar for Term dates [www.naturecare.com.au](http://www.naturecare.com.au)

If you have further questions, please contact Student and Learning Services for support throughout the admissions process: [info@naturecare.com.au](mailto:info@naturecare.com.au) or 02 8423 3333.

### **Access and Equity**

**Nature Care College** will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. **Nature Care College** prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

**Nature Care College** will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary.

It is the responsibility of all staff at **Nature Care College** to uphold our commitment to Access and Equity principles. We also have an Access and Equity Officer whose job it is to work with students to work with you to provide support you may need. If you have questions or concerns, please contact our Records and Access and Equity Coordinator on: [recordsordinator@naturecare.com.au](mailto:recordsordinator@naturecare.com.au)

### **Other Support Services**

**Nature Care College** is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help.

Included are:

Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

### **Student ID Card**

As an enrolled student you are eligible for a Student ID card. Please check that all of your personal details are correct prior to your card being issued.

## Payment Options

Some students may be eligible for a concession fee. Please contact our Student Learning Services team if you have any questions in relation to this or <http://www.naturecare.com.au/enrolment/payment-options/8>

VET FEE-HELP is **not available** for any course that is not accredited with ASQA. If you have any queries regarding course fees, please do not hesitate to contact our Student Learning Services team at: [info@naturecare.com.au](mailto:info@naturecare.com.au).

## Withdrawal Policy

Course Credits can be granted for course fees paid, less a \$40 administration fee per subject provided advice of withdrawal is received in writing prior to the commencement of term (i.e. before Monday of week one (1) of term or one (1) week prior to the commencement of an intensive or workshop). Please advise the reason for withdrawal with supporting documentation. Choose your courses carefully as unfortunately we cannot accept responsibility for changes in your personal circumstances or work commitments which occur after the commencement of your course. Any course fees outstanding are still due and payable

The withdrawal policy above is provided as pre-enrolment information and is outlined on the Enrolment Terms and Conditions located on all enrolment forms

## Course Information

After your enrolment/re-enrolment has been successfully processed, you will be given access to training materials, usually in digital format.

A welcome email will be sent with log-in details so you can access **Nature Care's** online learning platform. This email will also confirm the date at which you will receive access to course materials.

The timetable showing the times and dates for the classes in which you are enrolled is available for you to access on our website. Instructions will be included in the Welcome Email.

## Resources requirements – continuing students

- Textbooks **are not** provided.
- You will need to supply your own stationery materials.
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection) and participate in online collaboration

## Duration

Please refer to the Nature Care website for details regarding duration of your course, or subject. Should you have queries, please do not hesitate to contact our Student Learning Services Team: [info@naturecare.com.au](mailto:info@naturecare.com.au)



**Assessment**

Access to details of assessment will be provided by your trainer and/or published on our Learning Platform (Moodle) (in subjects containing assessment).

If you have queries regarding assessment, please speak with your Trainer who will be happy to assist.

You will need to submit assessments by the due date and/or attend assessment events and/or meet the assessment requirements for a result to be recorded.

**Resubmissions**

If you fail an assessment, you will be given one opportunity to re-do some or the entirety of your assessment. If you decline to undertake this work, and/or decline to undertake it within the timeframe stated, a “fail” will be recorded on your record and, you will be asked to re-enrol in the subject again.

**Applying for recognition of learning already held**

Nature Care College recognises that you may come to us with existing knowledge and skills learned at work; in completion of another course; through professional experience and/or life experience which may be relevant to the qualification you’re studying.

If you would like to apply for “credit” (i.e. an exemption from a particular subject) on the basis of your existing skills/knowledge, please be in contact with our Student Learning Services team who will be happy to talk you through the application process.

**Plagiarism**

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else’s work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by **Nature Care College**. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple ‘cut and paste’ sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from
- Recycling your own work or part of your own work from a previously completed assessment.

**Referencing**

When it comes to properly acknowledging where information has come from there are a range of styles and referencing protocols which different trainers prefer.

To assist students in referencing their work appropriately, students should use the following website (created by the University of Melbourne) to assist in adhering to each trainer’s preferred referencing style: <http://library.unimelb.edu.au/recite>

Additional resources students may also find useful to refer to are:

APA: <http://libguides.jcu.edu.au/apa>  
[http://guides.is.uwa.edu.au/ld.php?content\\_id=17350815](http://guides.is.uwa.edu.au/ld.php?content_id=17350815)

Harvard: [https://www.adelaide.edu.au/writingcentre/referencing\\_guides/harvardStyleGuide.pdf](https://www.adelaide.edu.au/writingcentre/referencing_guides/harvardStyleGuide.pdf)  
[https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard\\_Complete.pdf](https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf)

## Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Contact Student Learning Services for details.

### Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our online Learning Platform Moodle.

## Student Conduct

Just as Nature Care staff abide by a Code of Conduct, students also have obligations they are expected to meet. It is expected that you will participate with commitment in your studies, submit assessments (if your subject has assessments) on time, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Nature Care College views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment. Consequences of student misconduct vary up to and including expulsion from the course.

Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Insulting or abusing others
- Disruptive behaviour
- Acting non-professionally
- Attending classes while intoxicated (refer also: Smoking, Drugs and Alcohol)
- Intentionally damaging equipment and/or materials belonging to Nature Care

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of enrolment without refund and/or credit
- Matter referred to the police

## Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

## Workplace Health and Safety

Workplace health and safety legislation applies to everyone at **Nature Care College**. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately.

**Smoking, Drugs and Alcohol**

**Nature Care College** is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on **Nature Care College** premises, to use **Nature Care College** facilities or equipment, or to engage in any **Nature Care College** activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

**Student Feedback**

Nature Care College is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time. If you have feedback on any aspect of your experience with us, please send it to our Student Learning Services team: [info@natuercare.com.au](mailto:info@natuercare.com.au)

**What you will receive upon successful completion of your course with us**

Nature Care courses have been developed to meet specific training needs. Training is assessed in some courses but it is **not nationally recognised training and assessment that leads to the issuance of an AQF certification document.**

On successful completion of your qualification and provided all fees are paid, you will receive a Nature Care Certificate recording your completion of the course and a separate statement showing your results in each of the subjects you completed.

**Student Confirmation**

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact **Nature Care College** for clarification.

All students will be asked to confirm that they have read and understood the information contained in this handbook by their trainer in their first two initial classes (on-campus students) and via trainer welcome communication on Student Forums (Distance Learning Students).