

Student Handbook 2011



Table of Contents

Overview.....	3
Welcome To Sage	3
Code of Practice	3
Contact Details	3
Sage Academic / Sage Massage	4
Our Team	4
Student Enrolment, Participation and Certification.....	5
Privacy	5
Record Keeping	6
Change of Contact Details.....	6
Issuance of Qualifications.....	6
Student Support and Welfare	6
Counselling.....	6
Special Needs	6
English Language, Literacy and Numeracy.....	7
Policies and Procedures	7
Complaints, Appeals and Grievances	7
Recognition of Prior Learning (RPL).....	7
Quality Assurance	8
Our Programs	8
Our Learning Styles	8
Trainers and Assessors	8
Learning Materials.....	8
Program Induction.....	8
Attendance	9
Program Assessment.....	9
Assessment Techniques.....	9
Program Evaluation	9
Student Code of Conduct.....	9
Cheating/Plagiarism	11
Occupational Health and Safety (OH&S)	12
OH&S Policy	12
Smoking	13
Compliance With Legislation	13

Overview

This handbook is designed to provide students with information in relation to Sage's policy and procedures and day-to-day operations. You will be asked to sign the acknowledgement contained in the *Student Induction Questionnaire* prior to commencement of your first training session stating:

- You have been provided with a copy of this handbook
- You have read and understood the contents of the *Student Handbook*
- You agree to abide by the policy and procedures outlined in the *Student Handbook*

If you disagree with or, are unable to comply with any of the provisions in the Student Handbook, you must immediately notify Sage in writing stating your concerns.

Welcome To Sage

Thank you for choosing to undertake your studies with Sage. We trust you will enjoy your training program. Formerly the Australian Institute of Massage, Sage is an exciting and progressive training provider in Australia. Our programs provide students with the knowledge and essential skills for many of the most popular career choices in the industry today. As a student of Sage you will immerse yourself in an accelerated learning experience. Our trainers will engage your mind with continual learning and growth. Our team is here to support you, guide you and reward you, making your learning experience challenging and fun. As a graduate of Sage, you become a caring and unique professional. We welcome you to the Sage family and look forward to assisting you to reach your goals in the health and wellness industry

Paul Kinghorn
General Manager
Sage Academic

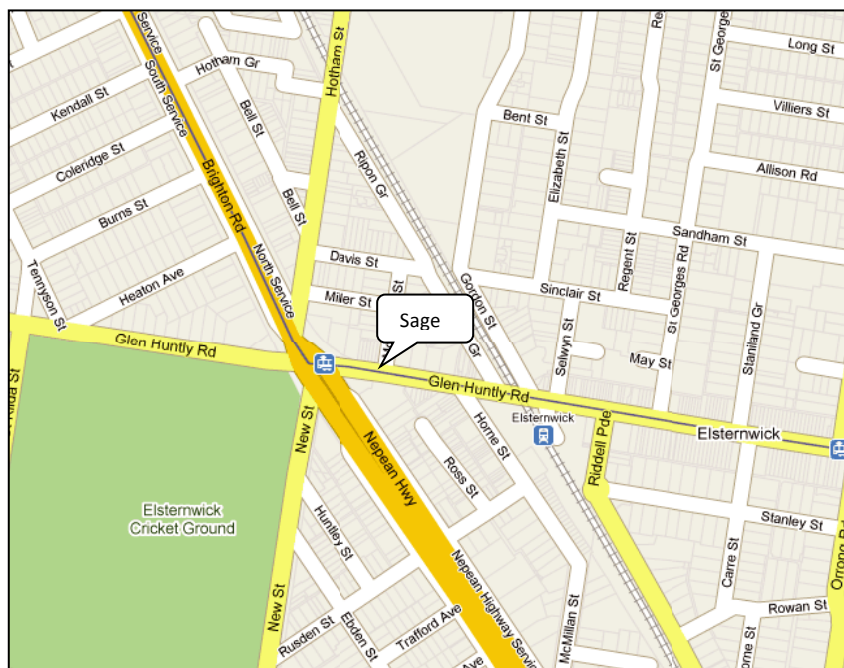
Code of Practice

Sage strives to provide high quality training and is committed to:

- Maintaining the highest of professional standards in the delivery of training and assessment services
- Safeguarding the interests and welfare of our students
- Providing facilities and learning resources appropriate to the learning and assessment needs of our students
- Continually monitoring and assessing the performance and progress of our students and staff
- Recognising access and equity principles and processes in the delivery of our services
- Continuous improvement of our products and services
- Compliance with all legislation, national standards, guidelines and codes of practice related to the administration of our students
- Providing a high level of duty of care for all of our students

Contact Details

233 Glen Huntly Road, Elsternwick VIC 3185
Telephone: 133 889 889
Website: www.sage.edu.au



Sage Academic / Sage Massage

Officially launched in 2001 under the banner of the Australian Institute of Massage, Sage continues the tradition of delivering an enhanced training service to students, leading to caring and learned professionals. As the health sector continues to grow and the requirement for qualified Massage Therapists in Australia increases, the services provided by Sage will continue to meet this demand; providing only the best to the health and wellness industry.

Our Team

The team at Sage are committed to our students and their learning experience. All of our Trainers are qualified in the subjects they teach and are active members of the industry. Find out who's who in our team; here's a summary for you!

<i>General Manager</i>	Our General Manager works behind the scenes and is responsible for making sure the team is supplying you with the quality you deserve, and ensuring ongoing business viability and compliance against all relevant Commonwealth and State legislation, regulation and contracts.
<i>Academic Registrar</i>	The Academic Registrar heads up the Administration Team, and works to ensure we are performing to the highest standard.
<i>Academic Director</i>	The Academic Director heads up the training team, and works to ensure quality delivery and assessment across all academic programs.
<i>Training Team Leader</i>	The Team Leader manages the delivery of all training courses offered at Sage, and 'trains the trainers'. They provide support to students and work to ensure training activities are compliant in accordance with AQTF, relevant legislation, and Sage standards and policy and procedure.
<i>Program Coordinator</i>	A Program Coordinators manages the delivery of a training division at Sage, in which they are experienced and key trainers. They work to ensure that both trainers and students are given the necessary support, guidance and knowledge required to become a successful caring professional in the health and wellness industry.

<i>Trainer</i>	A regular face for our student, Trainers are here to guide you through your training.
<i>Student Services Officer</i>	Here daily to help you with your questions, comments and queries.
<i>Career Advisor</i>	Your Career Advisor is the one who manages your enrolment, and works to link you with the industry.

Student Enrolment, Participation and Certification

Sage will ensure:

- Students are made aware prior to enrolment of all fees and charges that may be applied to students and the circumstances in which they apply
- Students receive prior to enrolment accurate and sufficient information regarding:
 - Course fees
 - Training programs
 - Sage policies relating to enrolment
 - Sage facilities
 - Student support services
 - National Recognition
 - Recognition of Prior Learning
- Membership of a Tuition Assurance Scheme (ASTAS) to protect student fees paid in advance
- Students are not required to attend scheduled classes for more than eight hours in any one day
- Students are not required to attend scheduled classes outside of 8.00am to 10.00pm on any day
- That for students attending classes after 6.00pm and on weekends facilities are staffed by both general and teaching staff to maximise student security and safety whilst arriving at, studying on and leaving the premises
- Students will receive a Statement of Attainment for partial completion of any qualification on withdrawal, cancellation or transfer at no cost (provided they are financial for those units completed)
- Compliance with all requirements of State and National authorities with regard to the information contained in Certificates and Statements of Attainment
- Qualifications are issued in accordance with its conditions of registration
- All student records are securely stored and protected from loss, damage or unauthorised access for a period of thirty (30) years

Privacy

We respect your privacy; that means that personal information collected as a result of your enrolment will be used by Sage for specific purposes only; these being general administration, vocational education and training administration and regulation, as well as planning, reporting, communication, research, evaluation financial administration (including debt recovery) auditing and marketing.

Only authorised Sage personnel and other authorised parties (e.g. service providers) will have access to this information. Your personal information may be disclosed to Australian and State government authorities and agencies to comply with legislation.

If you are under the age of 18 years, your personal information, attendance details, progress and results may be disclosed to your parents/ guardians.

No further access to your personal information will be provided without your consent unless authorised or required by law.

When signing the model release section of the *Student Induction Questionnaire*, you acknowledge that there may be a time during your enrolment where images of you are captured photographically, electronically or by other means, and that such images will only be captured legally. You give permission for such images to be used by Sage in any staff training and/or promotional material that they deem necessary. Such promotional materials may be (but not limited to) printed brochures, television, posters etc. There is no fee for modeling and you will not seek remuneration.

You acknowledge and give consent unconditionally for your information to be provided to potential employers and industry bodies.

Record Keeping

Sage keeps complete and accurate records of the admission, progress and graduation of all students, including financial records that reflect payments. In accordance with the Privacy Amendment Act 2000, student records are kept in confidential files. You are able to view your file upon making a written request to the Academic Registrar.

Change of Contact Details

Please notify Sage immediately of any changes to your contact details.

Issuance of Qualifications

Qualifications and Statements of Attainment are issued to students who meet the required outcomes of a Qualification or unit of competency, in accordance with all appropriate national guidelines.

Student Support and Welfare

Sage ensures that the needs of all students are taken into account in the structure and delivery of its programs. Each student has a right to:

- Equal access to training and assessment services
- Avenues for complaint, grievance and appeal
- A sensitive response to an expression of special needs
- Confidentiality

Counselling

If you are struggling with part of our program or have any personal challenges that may affect your study, you can make a time with the Training Team Leader to discuss your issues. We will provide you with additional support to help you with your studies and/or refer you to an external professional organisation for guidance. All communications will be kept in strict confidence.

Special Needs

If you have any special needs, please let us know during your enrolment process. We will do our best to provide you with additional support during your journey and assist you to source external support if required. We work in cooperation with external specialist service providers to ensure successful outcomes.

English Language, Literacy and Numeracy

If you have special needs in language, literacy and numeracy you must alert us to this requirement. Information regarding specialist service options may be provided for you. Sage will work in cooperation with external specialist service providers to ensure successful outcomes. For more information contact the Adult Basic Education (ABE) unit or the English for Speakers of Other Languages (ESOL).

- Melbourne Language Centre – (03) 9663 3399 – melblang.com.au
- Reading and Writing Hotline 1300 655 506
- Centrelink 131 021 or Centrelink Career Services website:
www.centrelink.gov.au/internet/internet.nsf/services/career_centres_outlets.htm

Policies and Procedures

You will find details of Sage Policies and Procedures on the Sage website (www.sage.edu.au). It is your responsibility to make yourself familiar with these.

Sage policies and procedures cover areas such as:

- Complaints, Appeals and Grievances
- Flexible Learning and Assessment
- Induction Orientation
- National Recognition
- Recognition of Prior Learning
- Personal Health and Safety
- Support Welfare and Guidance

Complaints, Appeals and Grievances

Sage provides a complaints, appeals and grievances process that is transparent, fair and equitable. You will find details of this on the Sage website (www.sage.edu.au), along with a *Student Complaint Fact Sheet* and a *Student Complaint Form* developed for the information of students. Students are encouraged to resolve complaints and appeals through Sage's complaints mechanism. If not satisfied with the outcome, students may contact the registering body or the National Training Hotline, telephone: 13 38 73.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the recognition of any existing skills and knowledge you may have, which have been gained through:

- Formal or informal training and education
- Paid or unpaid work
- Part time, full time or casual work
- General life experience in Australia or overseas
- Work experience in occupations not directly related to the qualification you are seeking

What are the benefits of recognition?

- You will be recognised for what you already know, and may complete training in a shorter period of time
- You don't have to undertake training where you can prove you already have the skills and knowledge to do the job

- You can apply for 100% recognition if you already have the skills and knowledge that you would learn from an entire course
- You have the ability to update your existing qualification to ensure that you can obtain formal recognition for your current competence

You will find details about the RPL process on the Sage website (www.sage.edu.au), along with a *RPL Fact Sheet* developed for the information of students.

Quality Assurance

Sage has adopted and maintains a quality assurance system for managing and monitoring all education and training operations and for reviewing student and staff satisfaction.

Our Programs

Sage offers the following nationally recognised qualifications:

- HLT40307 Certificate IV in Massage Therapy Practice
- HLT50307 Diploma of Remedial Massage

You will find details about the content of these qualifications on the Sage website (www.sage.edu.au).

Our Learning Styles

Our programs are delivered face-to-face and are delivered by professional trainers in our practical training facilities, complete with an in-house public clinic and the latest in equipment. We believe that learning should be exciting, enjoyable and fun. A mix of theory and hands-on experiences will help you to understand the important fundamentals and how to apply them practically.

Trainers and Assessors

Sage Trainers are experienced and insightful, assisting you to reach your potential. Many of our Trainers are employed full-time, so you can be sure that knowledgeable, technical people are always on hand for advice. Our Trainers possess the relevant qualifications, skills and experience equivalent to or exceeding national industry standards and requirements, assessing your competency accurately.

Learning Materials

Our learning materials include academic textbooks and program workbooks, supplemented with training notes, activities and self-assessment projects. Students will receive their training materials during the program induction, and will be required to bring these to every class.

Program Induction

Prior to the commencement of your first session you will be given your program materials and your Trainer will provide you with a campus induction. Information about the time and date of the first session and induction will be provided to you as part of your enrolment confirmation. At induction you will learn about your program structure, assessment activities and our campus facilities. You will be taken through emergency/evacuation procedures and have any questions answered.

Attendance

Attendance is an essential part of the program. You are expected to attend all sessions, arrive punctually and stay until the end of each session. If you have a challenge with attendance, please discuss this with your Trainer.

Program Assessment

At the beginning of your course you will receive information on how you will be assessed throughout your training program. You must let your Trainer know if you have any concerns about the nature or timing of assessments. You must submit assessment work and attend scheduled assessments at the required times.

Assessment Techniques

Assessments are a combination of knowledge checks, written tasks and practical evaluations. As you progress through the program we use informal assessment practices to prepare you for your final assessment activities. This may include oral questioning, case studies, role-plays, quizzes, multiple choice questioning, observation of practical skills and the like. You must satisfactorily pass each assessment activity to be deemed competent for the units contained in your qualification to receive your award.

Program Evaluation

To enable us to continually improve the program content and delivery, we request that you complete an evaluation throughout the program.

Student Code of Conduct

During your time at Sage, we expect students to behave in a manner that promotes the wellbeing of themselves and others when on Campus. The Student Code of Conduct applies to all students enrolled in any course offered by Sage, and formalises behaviour expectations of students undertaking studies with Sage. This Code cannot encompass all possible situations. Where direction is required beyond the provisions of the Code advice must be sought from an appropriate staff member. The principles of conduct have been founded upon our collective (both students and staff) expectations of:

- Friendliness, honest communication, cooperation and respect
- A spirit of inquiry, originality, innovation and excellence
- Mutual obligation, accountability and transparency

Elements of the Code

- 1) Student responsibilities – this section addresses Sage rules, punctuality and individual rights
- 2) Standards of behaviour – this section outlines issues regarding directions from staff, academic conduct and appropriate behaviour
- 3) Misconduct – this section deals addresses breaches of the code and provides advice about action available should misconduct arise due to a failure by a student, staff member or Sage to comply with this code

1) Student Responsibilities

It is expected that students will adhere to the following responsibilities:

- a) *Sage Rules*

- i) To be aware of all rules concerning the terms and conditions of their enrolment and use of Sage facilities. This means students are to obey the rules, policies and procedures of Sage as published from time to time in either hard or soft copy
- ii) To respect all Sage property and facilities including the classroom, kitchen, change room and clinic resources and to respect the rights of others to use these facilities
- iii) To maintain academic integrity and to respect and comply with the conventions of academic scholarship
- iv) Not to engage in frivolous complaints or grievances where there are no demonstrable or substantiated grounds for complaint
- b) *Punctuality and Time Commitments*
 - i) To attend classes as required and submit work in a timely manner
 - ii) To supply accurate personal and other information to Sage according to deadlines set
- c) *Educational activities*
 - i) To be well informed about courses and course requirements and to plan appropriately
 - ii) To take responsibility for learning and to accept responsibility for moving towards intellectual independence
 - iii) To monitor their own progress in the teaching and learning environment and academic program
 - iv) To prepare for and actively participate in learning experiences such as discussion and debate
 - v) To incorporate feedback into their learning experience and be aware of the specific rules and course requirements applying to their course of study
 - vi) To conduct themselves in a professional manner whilst undertaking professional clinic placement and respect the confidentiality of client or commercial information made available to them as part of clinic their placement
- d) *Participation and feedback*
 - i) To provide honest constructive feedback to Sage and its staff on the quality of teaching and services
 - ii) To work with Sage to improve the overall experience of learning and development
- e) *Individual rights*
 - i) To treat staff and other students with respect and courtesy
 - ii) To treat other members of the Sage family equitably irrespective of cultural background, disability, gender, sexual orientation, marital status, age or political preference
 - iii) To respect the rights of other members of the Sage family to express dissent or different political or religious views, subject to those actions or views complying with the laws of Australia
 - iv) Not endangering the safety of other members of the community
 - v) To show awareness of and sensitivity towards other cultures
 - vi) To respect the opinions of others and to engage in rational debate in areas of disagreement

2) Standards of Behaviour

This Code of Conduct establishes the following standards of behaviour as requirements of all students throughout the learning experience. At all times students must:

- a) Abide by all rules and requirements of Sage and respond to all lawful and reasonable directions from staff
- b) Be aware that all forms of academic dishonesty or misconduct are unacceptable and that Sage may take measures to test compliance
- c) Use all equipment and resources appropriately, legitimately and safely following all relevant health and safety requirements
- d) Follow the recognised policy and procedures for grievances complaints and resolutions

3) Misconduct

This Code of Conduct establishes any of the following behaviour as unacceptable:

- a) Willful unlawful and/or violent and/or unsafe disruptions of teaching, tutorials, lectures, periods of instruction or other learning based activities
- b) Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill mannered behaviour towards others
- c) Interfering with, or causing willful or negligent damage or defacing to any Sage property
- d) Theft of Sage property or any personal property
- e) Attending under the influence, or in possession, of alcohol, drugs or any prohibited substance
- f) Attending with weapons or items likely to cause harm or intimidation to others at any time
- g) Smoking within the building or within the vicinity of building openings or exteriors, or upon any external stairways or balcony
- h) Discriminating against anyone on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity

Students who breach the standards of this code may be subject to disciplinary action which for serious breaches may involve permanent expulsion from Sage and, in cases of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authority(s). If a student or staff member experiences or observes what they believe is 'misconduct' they should advise the General Manager as soon as possible. Letters should be addressed to: General Manager, Sage Academic, 233 Glen Huntly Road, Elsternwick VIC 3185. Sage will respond as quickly and efficiently as possible.

Cheating/Plagiarism

Cheating is defined as any behaviour whatsoever by students in relation to any item of assessment which may defeat the purposes of the assessment. A student shall not cheat, attempt to cheat, or incite or assist another student to cheat in any assessment item. Using the work of others without acknowledgment (plagiarising) infringes Sage rules, breaks criminal law and incurs liabilities at civil law.

Using another's work in an assessment item will be treated as cheating. The following actions, without proper attribution (quoting and/or referencing), will attract stringent penalties:

- Copy the work of another student
- Directly copy any part of another person's work
- Summarise another person's work
- Use or develop an idea or thesis derived from another person's work
- Use experimental results or data obtained or gathered by another person

All the above, if properly attributed to the original author, are permissible, within the varying contexts and purposes of particular assessment items and the use of appropriate quoting and referencing procedures.

Students are expected to exhibit honesty and ethical behaviour in undertaking the assessment requirements of the course.

Academic penalties will apply where cheating/plagiarism is identified. Penalties include:

- No marks for that assessment item

- Repetition of the assessment item
- Oral examination
- Failure of the module
- Exclusion from the course

Procedures for Dealing with Cheating/Plagiarism

Allegations regarding cheating/plagiarism should be referred to the Training Team Leader who will investigate the matter. In all cases the student will be advised in writing and given the opportunity to show cause within fourteen (14) days why a penalty should not be applied.

Occupational Health and Safety (OH&S)

We encourage safe working practices as an integral part of our operations. We comply with State and Territory legislation, namely the Occupational Health and Safety (Commonwealth Employment) Act 1991. Should an incident happen while you are at Sage, all involved parties must complete an *Incident Report Form* at the time of the incident. A first aid kit is available on campus, all Sage Trainer's are certified to administer first aid and there is a designated first aid officer. If you have any questions regarding safety and the prevention of accidents, including the use of equipment, please do not hesitate to speak to your Manager.

OH&S Policy

Sage is committed to the proper management of occupational health, safety and welfare (OHS), which ranks equally with all other operational and administrative considerations. This policy is a statement of the commitment of Sage's management and workers to health and safety in this workplace and aims to reduce or remove the risks to health and safety of all workers, contractors and visitors, public who may be affected by our business operations. Sage adopts a planned and systematic approach to the management of OHS and will provide the resources for its successful implementation.

Policy Objectives

The objectives of this policy are to ensure:

- All hazards and risks to health and safety are identified, assessed and where they cannot be eliminated are effectively controlled according to the hierarchy of control
- Measures to control hazards and risks to health and safety are regularly monitored and evaluated
- All members of the Sage community will be provided with clear information that outlines their responsibilities especially relating to duty of care

Responsibilities – Sage Students

- Following the policies and procedures of Sage and the reasonable instructions of trainers in relation to OHS
- Ensure their personal health and safety and that of others in the workplace/learning environment
- Report any incident or hazards at work to their trainer/supervisor
- Use any equipment provided to protect their health and safety whilst engaged in training or work experience
- Abide by their duty of care with respect to health and safety whilst engaged in Sage learning or business, including the compliance with the Sage Student Code of Conduct and with all persons they relate to

Smoking

- Sage premises are a designated non-smoking area. Smoking is NOT permitted inside buildings, stairwells, car parks, or in the vicinity of building entranceways.

Compliance With Legislation

Sage complies with government laws including Commonwealth and Victorian legislation as follows:

<p>Commonwealth http://www.aph.gov.au</p>	<p>Copyright Act 1968 Disability Discrimination Act 1992 Disability Discrimination Act – Education Standards 2005 Freedom of Information Act 1982 National Health Act 1974 National Occupational Health And Safety Commission Act 1985 Human Rights and Equal Opportunity Commission Act 1986 Occupational Health and Safety Act 1991 Privacy Act 1988 Racial Discrimination Act 1975 Age Discrimination Act 2004 Sex Discrimination Act 1984 Trade Practices Act 1974 Workplace Relations Act 1996 Vocational Education and Training Funding Amendment Act 2001</p>
<p>Victorian www.legislation.vic.gov.au</p>	<p>Anti-Discrimination Act 1991 Disability Services Act 2006 Equal Opportunity Act 2010 (effective from August 2011) Education Training Reform Act 2006 Education Training Regulations 2007 Fair Trading Act 1999 Freedom of Information Act 1982 Information Privacy Act 2000 Occupational Health And Safety Act 2004 Professional Standards Act 2003 Victorian Qualifications Authority Act 2000 Working With Children Act 2005</p>