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Section A

1. Introduction

The Endeavour College of Natural Health (Endeavour), formerly the Australian College of Natural Medicine, was established in 1975. We are committed to the future and success of Natural Health both in Australia and internationally. Providing the highest standard of education, the most informed curriculum and constant expansion, Endeavour College of Natural Health is now Australia’s pre-eminent provider of education to the Natural Health sector. Our success at offering up-to-date, in-depth Certificate, Diploma and Advanced Diploma courses that exceed industry demands have been further expanded and developed. Endeavour College of Natural Health now offers six Bachelor Health Science Degree programs in the following modalities: Naturopathy, Acupuncture; Homeopathy; Nutritional Medicine; Western Herbal Medicine and Musculoskeletal Therapy.

The philosophy of the Natural Medicine industry underpins the success of Endeavour College of Natural Health; Natural Health embraces the philosophy of holism, where mind, body and spirit need to be in balance and harmony if health and wellbeing are to be maintained. From our humble beginnings in 1975 with just 16 students, we have grown and developed with the demand for this growing industry. Today, we are the largest Natural Health college in the Southern Hemisphere with six campuses in Brisbane, Gold Coast, Melbourne, Perth and now in Sydney and Adelaide. Endeavour College of Natural Health is part of Endeavour Learning Group. Fitnation, College of Natural Beauty and Bay of Plenty College of Homeopathy are also part of the Endeavour Learning Group. The combined organisations create unique opportunities for students and alumni throughout the natural health and wellness industry.

Vision

To promote and advance the philosophy and practice of natural medicine by producing high-quality graduates for the Australian and New Zealand communities, who will go on to be leaders in their fields of practice.

To be the pre-eminent provider of education to the natural medicine sector in Australia and New Zealand, and to be known for the quality of our teaching and the competence of our graduates.

Endeavour College of Natural Health is, we believe, the largest Natural Health education provider in the world. Our vision is to ensure that the philosophy of natural medicine is preserved and becomes more integrated into health systems across the world. Our contribution to this will be made by becoming known as the centre of excellence for natural medicine in our region.

The Endeavour Way

Our Values guide each and every interaction we have with our stakeholders. We value:

The holistic approach

Seeing every person and every issue within the context of the good of the community as a whole, and acting at all times in accordance with our social and civic responsibility
Caring for our communities
Our communities include our students and staff as well as the wider community.

Quality
Uncompromising quality standards in teaching and learning, clinical practice and everything that we do.

Flexibility, enquiry and innovation
Innovative solutions, the enquiring mind and flexibility in our approach.

Life long learning
The ongoing pursuit of knowledge and skills.

Communication
The ability to communicate confidently and effectively with colleagues, students and the wider community.

Working Together
The ability to work co-operatively both within and across organisational boundaries, interact with others and work towards a common outcome.

Working Effectively
The ability to get the job done.
2. Organisational Undertakings

Provision of Education and Training Services

Endeavour will meet all legislative requirements of State and Federal Governments. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards, Freedom of Information and the Privacy Act will be met at all times.

Endeavour will ensure that:

- high professional standards in the delivery of education and training services are maintained through the adoption of suitable policy and management practices;
- the educational interests and welfare of students are safeguarded through the provision of adequate facilities and the use of appropriate teaching and learning contexts and information services;
- all courses offered to international students are registered on State or National registers and comply with all requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code); and
- staff involved with international students are sensitive to the cultural differences of these students.

Marketing of Education and Training Services

Endeavour provides Course Information Sessions prior to the commencement of each semester for dissemination of course information to allow applicants adequate opportunity for personal examination of Endeavour on campus programs and facilities.

Endeavour will ensure that:

- the marketing of courses is conducted with integrity, accuracy and professionalism in compliance with government regulations and in accordance with Endeavour's high standards of presentation and design;
- the marketing of courses meets with the educational, cultural and regulatory systems of countries in which they are marketed and does not detract from the reputation and interests of other Australian institutions; and
- appointed agents act in the best interests of both the provider and the applicant in relation to the marketing and application process of Endeavour courses.

National Code of Practice for Overseas Students

Endeavour will comply at all times with the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, 2007. Endeavour ensures that it clearly identifies the RTO and CRICOS Code on all marketing material and qualifications.
Student Recruitment

Endeavour will ensure recruitment of students in Australia and overseas is conducted in an ethical and responsible manner at all times. Applicants are accepted on the basis of evidence of their potential to achieve Endeavour's stated competency standards required for a practitioner of natural health and natural beauty, as demonstrated by their qualifications, experience and personal motivation.

International applicants must meet the required English language proficiency.

Endeavour will ensure that applicants are aware of the Migration Act regulations that govern student entry and stay in Australia, as well as any changes to individual visa conditions, as advised by the Department of Immigration and Multicultural Affairs (DIMA) or equivalent.

Endeavour will ensure that the recruitment of international students complies with equal opportunity legislation and that recruitment practices are consistent with immigration requirements.

Course Information

The Course Guide provides clear, accurate information regarding the courses and subjects which allows the prospective student to make an informed decision about study options.

Endeavour will ensure the Course Guide has sufficient, accurate information regarding:

- course fees (supported by verbal advice prior to enrolment);
- course programs;
- Endeavour policies including admission procedures, conditions of acceptance, withdrawals, termination of tuition, and complaint procedures;
- Endeavour facilities;
- student support services;
- credit transfer and recognition of prior learning information;
- English language proficiency requirements;
- the Australian education and training system (International Course Guide only);
- living conditions (International Course Guide only);
- visa conditions and work rights (international Course Guide only);
- the grounds on which student's enrolment may be deferred, suspended or cancelled;
- health cover (international Course Guide only); and
- education of dependents (international Course Guide only).

Endeavour will ensure that this documentation is reviewed regularly to ensure accuracy of all information provided to students.

Textbook Selection

Superseded by the Textbook Selection Policy.
Issue of Qualifications

Endeavour will comply with all requirements of State and National authorities with regard to the information contained in Degrees, Diplomas, Certificates and Statements of Attainment. Endeavour will issue qualifications in accordance with its Conditions of Registration.

Insurance

Endeavour will maintain adequate and appropriate insurance including Professional Indemnity, Public Liability and Work Cover. Students and staff of Endeavour are covered by these insurance policies whilst undertaking tasks within the scope of the curriculum or under the direction of Endeavour. A copy of these policies is available upon request. Students and Endeavour staff are covered by the College's insurance policies for all accidents and injuries which occur during clinical, teaching sessions and whilst undertaking tasks within the scope of the curriculum or under the direction of Endeavour.

Quality Assurance

Superseded by the Quality Enabling Policy.

Record Keeping

Endeavour will keep complete and accurate records of the admission, academic progress and graduation of its students as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to students on request. In line with the Privacy Amendment (Private Sector) Act 2000, all student details are kept in Endeavour's confidential student filing system.

Sexual Harassment

Sexual Harassment by or against a staff member or student of Endeavour is illegal and will not be tolerated in the Endeavour environment.

In the event of an incident, contact should be made immediately with the Student Support Officer at the relevant campus, who will advise of options.

Workplace Health and Safety

Superseded by the Workplace Health and Safety Policy.

Access and Equity

Endeavour will seek to ensure:
• all students are recruited in an ethical and responsible manner which is consistent with the requirements of the curriculum;
• student selection decisions comply with equal opportunity legislation;
• appropriately qualified staff assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience;
• Endeavour meets the needs of individuals and the community as a whole through the integration of access and equity guidelines and, within reason in the private tertiary environment, seeks to establish strategies to increase access for people from minority groups;
• principles of social justice are addressed appropriately in all aspects of the course's implementation;
• entry principles are inclusive, rather than exclusive, and courses are designed to maximise students' ability to succeed;
• vocational needs of students are taken into account in the program structure in order to provide for appropriate time allocation for practical application of knowledge and skill, maturational factors and (where possible) personal need factors; and
• Endeavour provides a sound base of support for personal and social needs of students including equal opportunity provisions in relation to education and work, study skills, personal development, resource facilities, and access to counselling and specialist services.

Students with Disabilities

Superseded by the Disability and Special Needs Policy – Students.

Student Support Services

Endeavour follows sound management practices to ensure effective student support. In particular standards have been established to ensure timely issue of assessment results and qualifications, and avenues for complaints/appeals to be resolved. Concerns about services are directed to the Student Support Coordinator.

Communication

Throughout the semester, as well as on a one-to-one basis, students are kept informed of happenings around the campus and elsewhere through the ePortal and a Results Newsletter is published on the ePortal with results at the end of Semester 1 and Semester 2.

Responsibilities

Endeavour: Endeavour has a responsibility regarding the standards of courses and their delivery, and the educational interests and welfare of its students. To fulfil these responsibilities, policies are developed and disseminated publicly. They are implemented consistently and reviewed regularly to ensure quality and equity.
Student: It is the student’s responsibility to ensure all Endeavour policies are clearly understood, and their enrolment is current and accurate in accordance with the requirements of the award in which they are enrolled, or to seek clarification from Endeavour administration to achieve this.

Statement of Tuition Assurance

As a Higher Education Provider [HEP], Endeavour is required under the Higher Education Support Act 2003 and the associated Higher Education Provider Guidelines to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa. This requirement is to protect students in the event that Endeavour ceases to provide a course of study in which a student is enrolled. The meaning of ‘ceasing to provide a course of study’ is set out in the HEP Guidelines at http://www.comlaw.gov.au.

In the event that Endeavour ceases to provide a course of study in which a student is enrolled, the student is entitled to a choice of:

- An offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement subjects (this is known as the Course Assurance Option); or
- A refund of his or her up-front payments for any subject that the student commences but does not complete because Endeavour ceases to provide the course of study of which the subject forms part (this is known as the Student Contribution/Tuition Fee Repayment Option).

Endeavour has met the tuition assurance requirements of the HESA through its current membership of the Australian Council for Private Education and Training [ACPET] Australian Student Tuition Assurance Scheme [ASTAS]. Contact details for ACPET are Level 8, Christie Corporate, 320 Adelaide Street, Brisbane 4000, Ph: (07) 32214611.

If Endeavour ceases to provide a course of study, ACPET will send a student enrolled in the course of study a Written Tuition Assurance Offer (the Offer) advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected subject. ACPET will provide this Offer within twenty business days after it knows, or should know by reasonable enquiries that Endeavour has ceased to provide the course of study. The course/s of study for which Endeavour has ACPET ASTAS membership are shown below.

Course Assurance Option:

If a student accepts a place in a course offered by ACPET as named above, ACPET will offer the student the option of ACPET making all necessary arrangements to ensure a student is able to enrol in a similar course of study with a Second Provider. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay that Second Provider any student contribution or tuition fee for any replacement subjects. A student will receive full credit from the Second Provider for any subjects successfully completed at Endeavour.

The Second Provider nominated by ACPET may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for subjects which were part of the course of study Endeavour ceased to provide.
A student is not obliged to enrol in a course of study with a Second Provider offered by ACPET under the Course Assurance Option. However, if he/she enrolls with any other provider there is no obligation on that provider to offer full credit transfer for the subjects completed with Endeavour or to offer a replacement/s subject free of charge.

The Student Contribution/Tuition Fee Repayment Option:
If a student chooses the Student Contribution /Tuition Fee Repayment Option ACPET undertakes to pay the student the total of any up-front payments already paid by the student for any subjects the student has commenced but not completed. Students selecting this option will also get SLE or FEE- HELP balance/s re-credited for uncompleted subjects.

Courses of study for which Endeavour has ACPET ASTAS membership:
- Advanced Diploma of Acupuncture
- Advanced Diploma of Homeopathy
- Advanced Diploma of Naturopathy
- Bachelor of Health Science (Acupuncture)
- Bachelor of Health Science (Musculoskeletal Therapy)
- Bachelor of Health Science (Naturopathy)
- Bachelor of Health Science (Nutritional Medicine)
- Bachelor of Health Science (Western Herbal Medicine)
- Certificate II in Makeup Services
- Certificate II in Nail Technology
- Certificate II in Retail Cosmetic Services
- Certificate II in Beauty Therapy
- Certificate III in Nail Technology
- Certificate IV in Beauty Therapy
- Certificate IV in Massage
- Certificate IV in Remedial Therapies (Aromatherapy)
- Certificate IV in Remedial Therapies (Reflexology)
- Certificate IV in TCM Remedial Massage
- Diploma of Aromatherapy
- Diploma of Beauty Therapy
- Diploma of Reflexology
- Diploma of Remedial Massage

Alteration to Regulations

Endeavour reserves the right to make changes to the curriculum, delivery, teaching staff, policies and procedures at any time for the purpose of providing improved courses and services to students.

This Policies and Procedures Handbook is updated yearly. Please ensure that you are reading the current version. Changes to policy throughout the year can be viewed on the Policy Update section of the ePortal and are effective immediately they are posted to the ePortal.

It is the student's responsibility to become informed of these changes as they occur.
3. Academic Governance Structure and Mechanisms

Refer to the Academic Governance Framework.
4. Student Association Charter

Student Participation in the Educational Life of Endeavour

Endeavour management is responsible for directing and controlling the Endeavour College of Natural Health and guiding and monitoring its strategy and business affairs. The purpose of the Endeavour Student Association is to encourage the participation of Endeavour students in the educational life and governance of the College, in line with the Charter, to promote the College's vision and core values with current and future students.

Membership of the Endeavour Student Association

All persons who are actively enrolled in a course and/or unit at Endeavour are eligible to be full members of the Endeavour Student Association. Endeavour staff and Endeavour Alumni are eligible for honorary membership. No other persons are eligible for membership of the Endeavour Student Association. Membership of the Endeavour Student Association is free and voluntary.

Terms of Reference of the Student Association

The Student Association assists Endeavour College of Natural Health and College Council to establish and maintain regular contact with the student body across all of Endeavour's campuses.

The Student Association may nominate student representatives on the College Council, Academic Board, Course Advisory Committees and such other committees on which student representatives might have membership.

The Student Association assists Endeavour in its pursuit of educational quality by advertising and promoting student forums that are run monthly and by encouraging students to participate in other quality assurance systems such as student evaluations of courses and teaching, graduate satisfaction and destination surveys, Course Advisory Committees and other student forums and activities that occur from time to time at Endeavour.

The Student Association assists Endeavour in promoting existing students' awareness of Endeavour's core values, academic policies and procedures and student code of conduct.

The Student Association may participate in the planning, development and implementation of peer support schemes for new students to assist them acquire an understanding of Endeavour's academic policies and procedures and obtain an orientation to studying at Endeavour.

The Student Association may from time to time organise and runs social activities for Endeavour students.

The Student Association fosters students' sense of identity as Endeavour students irrespective of the Endeavour campus on which they study.
Operation of the Student Association

A Student Association operates on each campus. Each Student Association has responsibility for managing its own operations and activities. The membership of each Student Association is not formally set, however may include:

a) Students who are studying full-time at the campus
b) Students who are studying part-time at the campus

For the purpose of this Charter, the CenterLink definition of who is a full-time and who is a part-time student applies.

Requests for membership of each Student Association should be made in October of each year. Students may volunteer to be on the Student Association for up to four years. Members of the Student Association who cease to be enrolled in a course and/or subject at Endeavour while they are members automatically cease to be members of the Student Association. The Student Association may ask students to fill vacancies or unfilled positions on the Student Association. The Student Association may fill vacancies with a mind to students’ full-time, part-time and campus status whenever it is possible to do so.

The Student Association decides on the number and timing of its meetings with a minimum of three meetings in the year recommended. A quorum for Student Association meetings is 30% of the membership.

In the spirit of open communication, all Endeavour students may attend meetings of the Student Association. In the interest of good communication and support, key Endeavour staff should attend Student Association meetings as honorary members.

Student Association Office Holders

Student Association members elect from their membership annually a Chairperson and may elect a Secretary. The Chairperson calls and chairs meetings of the Student Association. The Chairperson undertakes other duties as determined from time to time by the Student Association.

If elected, the Secretary keeps and distributes minutes of Student Association meetings. Minutes and other relevant information on the Student Association meetings and activities are normally distributed to students via the ePortal and campus notice boards.

Financial Dealings

Any financial arrangements are the sole responsibility of the Student Association.
5. Student Support Services

Student Support Team

The Student Support staff are able to provide advice and direction to students in relation to College policies. If a student shows signs of not coping, absenteeism, continually arriving late or leaving early then the lecturer may refer them to Student Support who can provide advice and direction about accessing a professional counselling service or appropriate support person.

Study Skills

The College organises a series of free study skills workshops for students. These workshops have had extremely positive feedback. Any student having problems with study is encouraged to attend. The dates for these workshops are included on the timetable. The College has developed a Study and Learning Guide which is available in print and web formats.

International Students

International students are entitled to the same services and support as local students. In addition, they are invited to a separate international student's orientation to enable links to be formed with other students from similar backgrounds.

Referral for Tutoring Assistance

Some students who experience difficulty with study and/or who identify as having a learning difficulty may require additional assistance to successfully complete their subject/s. In such circumstances the lecturer will provide whatever assistance is reasonable and equitable. If further in-depth assistance is required the student should contact the Senior Lecturer or Program Leader to discuss tutoring assistance. The College employs academic tutors to assist students.

Referral for Counselling Services

Some students who experience difficulty with study and/or who identify as having difficulty may require counselling support to successfully complete their subject/s. In such circumstances the lecturer will provide whatever assistance is reasonable and equitable. If further support is required the student is referred to Student Support. If personal counselling is required, they are referred to the relevant agency from the following list. It is the student's responsibility to contact a counsellor and negotiate a commercial rate etc for their service.

Agency Counselling for Student referrals are updated regularly and are available for students and staff via the Endeavour website.
Language Literacy and Numeracy

Students who self-identify as having language, literacy or numeracy difficulties are asked to attend an appraisal session with one of the institutes listed below. This will be arranged by the interviewer. Students who are identified by staff as having such difficulties will be offered a similar appraisal to assist them in meeting course requirements.

Endeavour offers a regular program of Study Skills during each semester to those students wishing to improve their learning skills.

Appraisal in Language, Literacy or Numeracy problems and any other assistance may be obtained from the following sources:

**Queensland**
Contact: Executive Officer, Community Learning and Skilling
Department of Employment and Training
(07) 3247 0278
www.det.qld.gov.au

Contact: TAFE Language Literacy Services
(07) 3234 1666

Contact: Southbank TAFE
(07) 3244 5014

**Victoria**
Contact: Specific Learning Difficulties Association of Victoria (SPECO) Inc
(03) 9489 4344
speldvic@bigpond.com.au
494 Brunswick Street
NORTH FITZROY VIC 3068

**Western Australia**
Contact: TAFE International Western Australia
(08) 9320 3746
skill@tiwa.com.au
Level 7, 190 St Georges Terrace
PERTH WA 6000
6. Continuous Quality Improvement Processes

Superseded by the Quality Enabling Policy.

Quality Taskforce

Superseded by the Quality Committee. Refer to the Academic Governance Framework.

Monitoring of Progress Against Endeavour Strategic Plan

Superseded by the Quality Committee. Refer to the Academic Governance Framework.

Continuous Quality Improvement Register/Student Feedback Log

The Continuous Quality Improvement Register (CIR) is a principal data source for both stakeholder feedback and institutional data gathering purposes. The CIR/SFL draws data from Inputs identified in the table below and is monitored on an ongoing basis by the Chair of the Quality Taskforce who presents regular reports from the log to the taskforce.

Internal Stakeholder Inputs

This section presents an overview of Inputs that describe how students, permanent staff and lecturers have an opportunity to provide and receive feedback on Endeavour’s continuous quality improvement. As mentioned previously, related processes are monitored by the Chair of the Quality Taskforce.

Student (Feedback Instruments)

Student Evaluations — Lecturer, Teaching, Course and Subject

In Week 6 of each semester, students are asked to complete questionnaires related to their learning experience to date with a focus on the lecturer and subject content. These questionnaires are collated and entered onto the database and a summary for each subject provided to the Heads of Schools (HoS). The summary details the number of entries made into each box for the questions in the first part of the evaluation and the comments summarised into the three categories: Best Aspects; Needs Improvement; and Other. The HoS and the Program Leaders (PL) review each summary and identify the areas needing improvement. Any area requiring improvement is registered by entering feedback into the Continuous Improvement Register (CIR) and/or inputting it into the Course Review process. The PL then provides each lecturer with a copy of their own evaluations. Areas of concern are addressed as soon as possible with the HoS, PL and relevant staff member having training, receiving guidance or whatever is appropriate in the circumstances. This implementation strategy is documented on the CIR.

Note to student: Due to the high number of evaluations to be processed, it is approximately three weeks before the summaries are reviewed by the HoS and PL. For the HoS and PL to go through each evaluation and arrange to meet with lecturers where necessary to implement
improvement plans also takes two to three weeks. Therefore, the complete process from receiving the input to implementing an improvement plan and monitoring outcomes is generally five to seven weeks and at times ongoing professional development may take a little longer. There may be instances where the HoS and/or PL may consult with a class if appropriate.

**Graduate Satisfaction Surveys**

These surveys are forwarded to students annually, following Graduation. A reply paid post envelope is also provided so that the survey can be returned. The data collected from the survey are entered into a database, which summarises all the feedback received. Any issue requiring improvement is logged onto the CIR and the matter referred to the appropriate Manager for actioning.

**Graduate Destination Surveys**

These surveys are forwarded to students annually with the Graduate Satisfaction Surveys. Whilst the information received is generally for inclusion in the Annual Report to the Office of Higher Education, issues such as relevance of course material etc. are detailed in a report provided to the Director of Education and this report is included in the Annual Review Process.

**Complaints and Appeals**

Superseded by the [Grievance Resolution Policy – Students and Clinic Clients](#).

Note: for reviewing or re-marking of assessments, refer to the [Review and Re-mark of Assessment Policy](#).

**External Processes**

Each year, through feedback from Professional Associations, following RTO and AUQA [Australian Universities Quality Agency] Audit processes or as a result of External Committee Meetings matters may be raised as an issue to be dealt with in accordance with the documented Continuous Improvement Processes herewith.
7. Information Services

In this instance, "Information Services" refers to the services provided by the library to the students and staff of Endeavour in their pursuit of knowledge and research.

Library Hours and Access

The opening hours during semester, of the various branch libraries of the Endeavour are as follows: During semester:

- **Gold Coast:**
  - Mon-Fri: 9am - 5pm

- **Brisbane:**
  - Mon-Wed: 7.30am — 8pm
  - Thursday: 7.30am — 6.30pm
  - Friday: 7.30am — 5pm
  - Saturday: 9am — 4pm

- **Melbourne:**
  - Mon-Wed: 9am — 8pm
  - Thursday: 9am — 7pm
  - Friday: 9am — 6pm
  - Saturday: 9am — 4pm (closed between 1-1:30pm)

- **Perth:**
  - Mon-Thurs: 10am — 6.30pm
  - Friday: 10am — 5pm

During these hours access to all information services, including circulation, reference, computers and so forth is available.

Hours over Winter and Summer School, public holidays and during vacation times may vary.

Access to the Endeavour on-line library catalogue is available 24/7 through the Endeavour website - [http://www.endeavour.edu.au/library](http://www.endeavour.edu.au/library). Through this portal you can:

- Search the collection and note holdings and call number, making resources easier and quicker to find;
- Check your details and email notification to staff if this needs updating;
- Place requests for materials currently on loan;
- Check your record to see what you have on loan, when items are due, any fines owing and any requests you have;
- Renew your items on loan (if they are not yet overdue) to access, select your local campus.

Information Literacy

Assistance is provided in many formats including organised computer training classes or one-on-one training sessions. Teaching staff can book sessions for their class with the librarian. Sessions may include library tours, Internet, Database training sessions, bibliography and referencing tutorials and so forth.
The library produces information sheets on referencing and information sourcing and retrieval, which are available free from the library, and through the e-portal.

Circulation

Materials may only be circulated to current students and staff of the Endeavour. Circulation is only available from the library's lending collection, although exceptions may be made to lecturers for a short-term loan of reference materials.

All lecturers and students who wish to borrow from the lending collection will need to have their library/student card processed before they can do so. Students must present this card whenever they wish to borrow.

Items that are currently on loan can be requested through library staff or via the on-line catalogue. When the item arrives for you, library staff will notify you via email or phone.

Fines are levied on late returns and your results may be withheld at the end of semester if you have overdue items and/or fines owing. It is the responsibility of the student borrowing the resources to ensure they are returned/renewed on time. Borrowing status can be checked by the student at any time via the library catalogue.

Access to Set Text and Recommended Reading

Although students are expected to purchase the set textbooks for the subjects they are studying, the library has copies for student access.

The Set Texts and Recommend Readings will be purchased by the library in accordance with the Collector Department Policy.

Research and Reference Services

All items that do not circulate out of the library form the Library's reference collection. The reference collection includes:

- Some monographs/ books (Labelled with a red R sticker);
- Some audiovisual materials (Labelled with a red R sticker);
- All Periodicals; and
- All CD ROM's

Library staff offer reference services to students and staff which include assistance in finding resources within the Endeavour library, advice on other information services open to them, assistance in locating information via the Internet or through databases (on-line or CD ROM) and advice on compiling reference lists, bibliographies and in-text referencing. The library offers free information literacy sessions every semester. Feel free to contact library staff for details.
On Line Resources

The library subscribes to numerous online resources, including bibliographic database, e-reference works and full text databases with coverage of over 5,500 full text titles.

Some of the main databases subscribed to include:

- Proquest Health and Medical Complete:
- AMED;
- Alt-Health-Watch;
- Academic Search Premier;
- Science Direct e-journals;
- Natural Standard

These resources can be assessed whether on campus or from home via the e-portal on the Endeavour website. Once logged in, go to Resources and select Library Services, Catalogue and Information.

Computer Access

The libraries have computer labs for student use. The labs have the same opening hours as the library. In addition to this, most campuses also have wireless access. Please contact Library staff for details.

Document Delivery and Inter-Library Loans

Students can request and receive items through intra-library loan within their own state (for example, a Gold Coast student may obtain a service via intra-library loan from Brisbane, a Melbourne based student could not). In this event, where an item is not held within a branch located within the state, then a request can be made with the librarian at the home branch to acquire it for the collection.

If academic or managerial staff require an item from another campus, this can be arranged through the head librarian at their base campus.

Document Delivery is available throughout the Endeavour library system. A student or staff member can request an article from a title held at another campus. This request should be placed with library staff. A copy of this article will then be delivered to the main campus - a fee may be made on a cost recovery basis. A copy will only be made in accordance with Copyright law and legislation. Before a copy is delivered to a student or member of staff, a signed copyright declaration form needs to be completed and faxed or sent to the library that is delivering the document.

Library Fees and Charges

Nominal fees are charged for a range of services provided by the Library. Services that are liable for a fee include the following:

- Laser printing;
• Photocopying;
• Laminating;
• Hire of massage tables (including deposit & fines for late return);
• Sales of library stationary (OHTS, photocopy cards, USBs, binding materials);
• Recovery of cost for interlibrary loans and searching.

In addition, fees may apply for lost or overdue materials/items as follows:

• Recovery of cost for lost items or claimed returns not found after further investigation
• Fines for overdue items.

Release of semester results and testamurs normally are withheld pending payment of fines or other Library fees. Students can lodge a complaint against the application of fees and/or the withholding of results according to Endeavour's [Grievance Resolution Policy – Students and Clinic Clients](#).

**Other Services**

The library also has massage tables for hire to students - please see Library staff for details.

Library staff also provide assistance with use of library facilities such as the photocopiers, audiovisual equipment, printing, laminating, binding and computers (availability of facilities may vary across campuses).
8. Intellectual Property and Copyright Purpose

This Policy provides a policy framework for how educational intellectual property associated with the output of staff and students of the Endeavour College of Natural Health is administered within Endeavour’s campuses, courses and research. This Policy refers primarily to educational intellectual property relating to the conduct of research, commercial development, scholarly communication, teaching and the maximisation of the benefits flowing from the creation of educational intellectual property in each of Endeavour campuses.

Preamble

Intellectual property can be defined as those rights arising from the output of the human intellect. Educational intellectual property includes material such as notes distributed in the lecture room, course materials, handouts and technology developed for the teaching of specific courses. The increasing body of law, which exists in this area, plays an integral role in how intellectual endeavour is disseminated in our society. There is also now an increased recognition of the importance of intellectual property in the creation of wealth and other benefits. Of particular importance to higher education institutions is the flow of research funding and linkages with other researchers, industry and government which will continue to be tied to issues associated with the management of intellectual property.

The transfer of knowledge and technology through publication has always been an important function of higher education institutions and their staff and students. It is recognised that public communication by staff using available mediums arising from research undertaken at Endeavour and regarded as a scholarly publication has been, in the absence of a contractual obligation in favour of a third party, effectively handled by staff on the basis of a freedom to act as owner of the copyright in the scholarly publication. In the absence of the scholarly publication arising as part of the staff member's duties (for example, course materials or study guides) or an overriding contractual obligation with a third party, a staff member can presently assume, in line with past practice, that Endeavour has relinquished any interest in the copyright attached to scholarly publications.

Commercial benefits flowing from the outcome of research are increasingly important. These outcomes may be of direct benefit to higher education institutions such as Endeavour, staff and students, in terms of financial return and in the way they facilitate the development of important research links. Increasingly, the ability of higher education institutions to grow as strong and vibrant research and teaching centres is dependent upon their understanding of intellectual property issues and their capacity to manage them.

Objectives

This Policy reconciles the need for clarity with flexibility in dealing with the complex legal area of intellectual property. Clarity in the sense of being readily understandable is necessary so as to allow Endeavour to interact easily with the community with a clear understanding of consequent rights and obligations. Flexibility in the sense that Endeavour must be adaptable to different circumstances is necessary because of the varied means by which the teaching, research and community service roles of Endeavour are pursued.
With these needs in mind the Objectives of this Policy are to:

- improve understanding of intellectual property matters among both staff and students;
- create an environment where intellectual property may make a significant and valuable contribution to the stated mission of Endeavour;
- appropriately balance the interests of the community, the Company as a corporate body and Endeavour as a fluid organisation made up of both staff and students;
- show that the Company has in circumstances outlined in this policy the authority to enter into agreements with outside organisations which effect the ownership and/or use of intellectual property (including copyright) created, or contributed to, by staff where such rights will arise as a consequence of an agreement between Endeavour and an outside organisation;
- clarify that enrolment as a student does not, in itself, lead to an institutional interest in intellectual property created by that student; and
- confirm that staff and students have the substantial freedom to determine how to disseminate research outcomes and, in particular, the ability to control the publication process.

General Assumptions

When implementing this Policy it is important to take into account the following general assumptions on which the Policy is based.

- The protection, management and exploitation of intellectual property created within Endeavour should be consistent at all times with recognition that the primary functions of Endeavour are teaching, research and community service.
- As recognised by both the Australian Research Council and the Higher Education Council in a joint report, the "responsibility of the higher education institutions is to increase the stock of knowledge across a wide range of fields of research, and that objectives relating to intellectual property must be considered within this context".
- Intellectual property has an important role to play in the creation of research linkages.

There are instances where dissemination of research is best achieved through the creation of commercial links.

- Where Endeavour as a corporate body is the owner of intellectual property, there is an understanding that the underlying interests of staff, students and the wider community must be taken into account when dealing with that property.

Copyright Act 1968

- The author's moral rights of attribution and integrity, the former referring to the author of a work having the right to be named as the author of that work and the latter ensuring that a work cannot be altered or changed in any way that will impugn the author's honour, must be recognised.

Identification of Intellectual Property

Potential intellectual property is usually identified by staff and students directly involved in its creation. Staff and students are encouraged at all times to consider the benefits which may
flow from identifying, protecting and managing intellectual property which results from projects in which they are involved.

In this context, the timing of release and publication of research is important. Staff and students are encouraged to consider the impact publication will have upon the value of the intellectual property. Such value can be measured in terms of the role intellectual property plays in attracting research funding and linkages and, ultimately, financial return from commercialisation. A prime example is the ability to protect an idea by way of a patent, which may be lost completely by premature disclosure. Patenting could be of benefit to both the researcher and Endeavour.

There may also be some circumstances involving external funding of research where the provider of funds has a contractual right to the results of the research or at least first knowledge of the results.

**Paths to Publication of Intellectual Property**

The nature and commercial aspects of any research may impact on the timing and method of publication of research results. Staff and students may consider the way to publication via one of two paths.

Firstly, a direct route of publication immediately the research results are known is appropriate for the majority of situations. In choosing this route the researcher is acknowledging that patent or other effective intellectual property protection may not be possible and commercialisation or the creation of linkages based on the exclusivity afforded by patenting or other protection may be diminished.

Secondly, the indirect route to publication involves taking steps to protect the intellectual property so as to enable commercial development. This requires limited compromise on the timing and possibly the nature of the dissemination of outcomes. Patenting, for example, allows both publication and the retention of certain exclusive rights associated with use of the research outcomes. A decision must often be made early in the life of the research as to which of these routes should be chosen. Use of the second track is not to be discouraged. Patenting and publishing are not mutually exclusive undertakings, but rather a way of positioning research so as to take advantage of commercial possibilities while still publishing the results.

**Ownership of Intellectual Property - Students**

*Protecting Students’ Interests*

An important component of this policy is general recognition of the interests of students. To this end, Endeavour:

1. Recognises that significant amounts of research carried out by students is unfettered research; in the sense that it is research which does not carry with it obligations in favour of a particular sponsor;
2. Sets out certain fundamental safeguards to preserve the essential nature of Endeavour/Student relationship;
3. Allows students to be treated as though they were staff for the purpose of sharing rewards that flow from the commercialisation of research to which students have contributed; and
4. Has an established review process to deal with differences of opinion on what can be difficult issues for both staff and students to resolve.

**Enrolment as a Student**

Enrolment as a student does not render a student an Endeavour employee. Students do not in their capacity as a student, provide services or undertake duties in a way that gives rise to a situation in which their work could be considered to be arising out of their employment. The situation is altered when the work for which a staff member is employed is also the subject matter for which the staff member is enrolled as a student. In such a case the issue of intellectual property ownership is addressed on the basis of being a staff member.

However, in a case where a student is also employed by Endeavour, it is necessary to examine the role undertaken by this employment in order to determine whether this situation really is altered. If, for example, the student is tutoring, or working on research that is distinct from the subject of their higher degree studies, then the work completed as part of their higher degree studies is not to be considered to be within the duties for which they are employed.

There are certain other circumstances connected with the way research is carried out by a student which may affect ownership of resulting intellectual property. For example, where an article or computer program is co-authored there will be joint ownership. This carries important implications for both owners. Although Endeavour has no employment based right to ownership of the work of a student, it does not necessarily mean that a student is the owner of all work relating to any research project at hand when there has been a contribution from others on the project. In such a case the rights associated with joint contribution need to be respected.

In situations where a third party has contracted with Endeavour, individual staff members or students, the situation will be governed in part by the provisions of the contract. Independent legal advice should be sought concerning the rights of individuals.

**Teaching and Learning Resources**

Under the conditions of its higher education and vocational registration, Endeavour is obliged to offer students the approved curriculum and to ensure that curriculum materials are quality assured. There is an expectation that all students enrolled at any time in the same Subject will study the same curriculum, undertake the same assessments and receive the same high quality teaching and learning resources, irrespective of whether they are on-campus or external students or of the campus and/or class they attend.

In order to maintain the quality and consistency of curriculum content and delivery, Endeavour has developed a range of teaching and learning resources. These resources aim to assist teachers with the delivery of individual Subjects and with the assessment of students' achievement of learning outcomes. A second aim is to assist students in acquiring required knowledge and skills and in achieving the learning outcomes and/or performance criteria contained in them.
In order to address the expectation that teaching and learning resources reflect a national consistency of delivery and assessment and a congruency across the range of documents related to a particular Subject, one standard version of each document, reviewed and updated each semester when the subject is taught, is required.

- ‘Consistency’ is taken to mean a minimum of 80% like content, level of delivery and assessment tasks across all campuses where the particular Subject is offered.
- ‘Congruency’ describes a clear and traceable relationship between learning outcomes, content, delivery strategies, resources and assessment tasks for a particular Subject.

Teaching and Learning Resources provided by Endeavour include the following:

- **Course Structures** — describes the course code, name, level, length, total credit points, total hours and Austudy load for a particular course of study leading to an award. Also, it describes the subject codes, subject names, location in the course, credit points, contact hours, Austudy percentage of course load and pre-requisites and co-requisites for the Subjects that make up the course.

- **Subject Outlines** — describe the subject aim, learning outcomes or performance criteria and content, as well as possible assessment tasks and weightings, texts and recommended references for each Subject contained within a course leading to an award. The Subject Outline is reviewed and approved as part of the accreditation process for the course.

- **Student Subject Guides** — applies the information described in the Subject Outline to the specific semester, campus and group of students to which it is to be offered at a particular time. The subject aim, learning outcomes or performance criteria and content are described exactly as they are in the Subject Outline, while the assessment tasks, weightings, text books, recommended references and other resources are specified to the particular offering of the Subject. The Student Subject Guide and any additional resources described in the following points represent the learning and assessment contract between Endeavour and the individual students enrolled in a particular Subject.

- **Subject Study Guides** — (previously referred to as Directed Self Learning Guides or DSLs) provide resources that are additional to the presentation and application of content given by lecturers in face-to-face contact sessions. Subject Study Guides provide a guide to self-study, highlighting documents and parts of textbooks which need to be read and providing self-test questions that enable students to prepare for examinations. In addition, some Subject Study Guides may include or be related to laboratory/practical manuals containing a series of experiments or activities for students to complete. Books of readings, providing copyright-certified copies of relevant articles, research reports or parts of texts to supplement content contained in the text book(s), may be distributed with some Subject Study Guides.

- **External Studies Packs** — are for Subjects that are offered off-campus by Endeavour. An External Studies Pack contains all of the information that would be expected to be conveyed to students enrolled on-campus by the lecturer of the particular Subject, as well as all of the materials contained in the Subject Study Guide and assessment tasks that have been modified appropriately for the external study mode.

- **Subject Delivery Guides** — (previously referred to as Teacher Packs) contain the resources required to assist the lecturer in preparation of the specific teaching sessions s/he delivers. These resources include the Student Subject Guide, information about
the expected level of delivery, how a particular Subject relates to other subjects within the course and the courses for which the particular Subject is relevant. Also, it includes a session-by-session outline of the content and selected examples of presentation tools, lesson plans, learning activities, assessment tasks and other resources that may be useful. Subject Delivery Guides are not intended to be delivered to students without any further input by individual lecturers.

- **Assessment Guidelines** — describe the philosophy and principles of assessment that have been endorsed by Endeavour and provide directions for the creation of assessment tasks relevant to Subjects as developed by various Faculties at Endeavour. Individual Faculties, over time, may generate banks of assessable items (Assessment Banks) which are used in different combinations to create an assortment of examinations, which have been validated and are maintained under Faculty control.

- **Subject Evaluations** — describe processes that seek formal feedback from students about their learning experiences in individual Subjects and provide opportunities for reflection on the presentation and outcomes of particular Subjects by the lecturers who teach them and by the relevant National Heads of Faculty and Course Coordinators. The information gained through these processes is used in the review, updating and revision of Subjects and whole courses. Additional evaluation proformas to obtain feedback from teachers are contained in this category of documents as well.

- **Subject Progression Report** — report on and describe the progression of students in particular Subjects and towards the completion of the courses in which they are enrolled and provide information on the overall success of Endeavour students and graduates.

Endeavour's strong preference is for Teaching and Learning Resources to be disseminated to both teaching staff and students electronically. In exceptional circumstances, particularly with new Subjects, distribution of hard copy Teaching and Learning Resources may be allowed. When lecturers are assigned particular Subjects to teach in a particular semester, i.e. when sessional lecturers have a signed, current contract with Endeavour, they will be able to access Subject Study Guides and Subject Delivery Guides via e-Portal staff page or by having these resources burned on to a CD. On enrolment or by week 1 of the semester, students will be able to access the Subject Study Guide and any other learning resources via the e-Portal student page and/or CD. In addition, marks for all assessment items are uploaded electronically via the Staff Login to e-Portal by individual teachers for the Subjects that they teach.

The presentation and content, as well as the usefulness and timeliness of provision, of Teaching and Learning Resources is reviewed and Teaching and Learning Resources are updated and, where necessary, revised each semester where the Subject is offered.

It is the responsibility of the Program Leader in consultation with the Head of School to ensure national consistency and congruity of the Subjects and the courses they manage.

**Procedures**

*Annual calendars are generated in September for the following year to:*

- Schedule a review of existing Teaching and Learning Resources according to a three-year rolling calendar. This review is conducted by the appropriate Program Leader and
is facilitated by either the Head of School or the, depending on whether the Subject is a higher education or vocational education subject.

- Plan for the creation and distribution of Teaching and Learning Resources. This process is carried out by the Program Leader and Senior Lecturer and facilitated by the Head of School. (See ‘Guide to Writing Learning and Teaching Resources at Endeavour’.)

**Authority**

- Teaching and Learning Resources are produced and issued under the authority of the Head of School is the Program Leader.
- This authority certifies that the resource being issued is the current, approved version and that any/all copyright and intellectual property regulations have been complied with in the production and distribution of the resource.

**Dissemination to lecturers**

- Teaching and Learning Resources are distributed to teachers, either via the Endeavour website and/or on CD/DVD in pdf format (preferable) or in hard copy, in as timely a manner as possible prior to the start of the semester.

**Access by students**

- Teaching and Learning Resources are distributed to students, either via the Endeavour website and/or on CD/DVD in pdf format (preferable) or in hard copy, in the first week of the semester.

**Storage**

- Following the approval of Teaching and Learning Resources, Program Leaders and Senior Lecturers save a PDF file of the document in the relevant Final Version File according to the established record management procedure.

**Longevity/currency**

- No Teaching and Learning Resource should remain active on the Endeavour National Shared Drive for more than six (6) months after the completion of the semester/block in which it is utilised.

**Archives**

- Teaching and Learning Resources are archived 6 months after the conclusion of the semester/block in which they are utilised. Archiving is carried out by Endeavour IT Services according to the established record management procedure.
9. Endeavour Awards for Excellence in Teaching and Learning

Superseded by the Awards for Excellence in Teaching and Learning Policy.
Section B

1. Student Administration

Pre-Enrolment

Entry Requirements

Normal Entry

Entry into the Bachelor degree courses and VET courses is through the normal tertiary processes of QTAC (Queensland) or VTAC (Victoria) in accordance with their processes and procedures. Following confirmation of acceptance from QTAC or VTAC, applicants can proceed to enrolment.

International students are admitted in compliance with the ESOS Act 2000. Endeavour ensures that at all times it complies with the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, 2007.

Direct Entry

Students may enrol directly in Endeavour courses at certain (non-QTAC/VTAC) times of the year. Students in other states may also enrol directly to their campus.

All applicants are interviewed prior to admission addressing the following criteria:

- Interest in chosen course
- Recent history (highest level of education, relevant work history)
- School results where applicable;
- Evidence of further study since leaving school;
- Age issue (under 18 require parent/guardian signature on enrolment form and privacy authority)
- Recognition of prior learning, where exemptions are requested;
- Part-time or Full-time load and recommended study load
- References;
- Reasons for applying; and
- Goals in life - work and other.

At each prospective student interview, the applicant is asked to detail their academic history and discuss the levels of study they have completed to date. School leaving aged applicants will be asked to disclose specific grades achieved for relevant subjects studied during Secondary Schooling (for example; Biology, Chemistry and English subjects). Mature aged applicants will be asked for their academic history and (for those whom it is relevant) their current occupation. The Enrolment Adviser discusses the academic requirements for tertiary study with the applicant and assesses their ability to enrol based on their academic history, working history, lifestyle considerations, presentation at interview and any relevant supporting documentation. The Enrolment Adviser then provides a recommendation as to whether the application can proceed. The Enrolment Adviser may also use this opportunity to recommend an adjusted load of study for the applicant which may include general interest, part-time or full-time study.
Application and Enrolment

Prospective students are advised to make an appointment with an Enrolment Adviser.

Applicants for full-time and part-time study apply through QTAC/VTAC in accordance with QTAC/VTAC processes and procedures. Following confirmation of acceptance from QTAC/VTAC, applicants may proceed to enrolment.

After expiration of the QTAC/VTAC application period, applicants may apply directly to the College using the On Campus Enrolment form. All applicants are required to attend an interview.

Applicants for other campuses apply directly to the College.

Applications are processed either online or in person (in the order of receipt of applications). The applicant is enrolled into a particular timetable session(s) for each subject, where possible as requested by the applicant. When the requested session is full, the applicant will be asked to make another available choice.

Students must satisfy all pre-requisite and co-requisite requirements for subjects in which they are enrolling.

Once students are admitted into a particular session they will be expected to attend at that time for the entire semester enrolled, unless other arrangements are made via an application to Student Support to change class.

Clinic Enrolments: Students are permitted to enrol in a maximum of 2 Clinics during any semester (inclusive of Winter and Summer Schools). Students wishing to undertake additional clinical subject/s under the 'special consideration policy' must apply in writing to the responsible Program Leader/Senior Lecturer.

Right to Refuse Enrolment

Endeavour reserves the right to refuse the enrolment of a prospective student who displays:

- a level of maturity which suggests they will be unable to cope with academic and social demands of the course;
- behaviour which suggests they could be disruptive or harmful to themselves or others; and/or
- a lack of academic ability, communication ability and/or skills levels which suggest they are unable to meet the study requirements of a tertiary institution.

At the discretion of the College, prospective students may undertake an assessment of English language and achieve a result equivalent to 5.5 on the IELTS scale (for Certificate, Diploma and Advanced Diploma courses) and 6.0 for degree courses.

Concurrent Enrolment

A student may not normally enrol concurrently in more than one course of study leading to a Higher Education qualification, whether at Endeavour or at any other institution. This provision may be waived in exceptional circumstances with the approval of all relevant parties of both institutions.
Student's Personal Details

Student contact details such as address, email and phone numbers are entered into the Endeavour database, and remain confidential. Any change of contact details must be completed online or with the Student Advisor. It is the student's responsibility to ensure that their personal details are current and correct.

International Students are required to inform Endeavour of any change of address within seven days (see International Course Guide).

Student Privacy

Endeavour in its operations and provisions, complies in all ways with the Privacy Amendment (Private Sector) Act 2000. The Privacy Amendment (Private Sector) Act 2000 prevents Endeavour from providing any student details to any person other than the student. All matters in relation to enrolment, results, fees or any other issue can only be discussed with the student unless the enrolment form is signed by a third party (i.e. parent or guardian for under 18 students) or a letter of permission allowing access to the student's information is provided.

Student Access to their File

Students are able to view their electronic or paper Endeavour file within one week of making a written request to their Student Adviser. Students are permitted to make notes regarding the content of their file, however Endeavour will not provide copies of the content.

Student Orientation

The Endeavour Orientation program consists of sessions in general college information, study skills and success with Science. New students are encouraged to attend Orientation sessions prior to commencement of classes to assist with preparation for Tertiary study.

International students are encouraged to attend the orientation program. In addition, they are invited to a separate international student orientation to enable links to be formed with other students from similar backgrounds.

Lecture Times

Normally, lecture times for Endeavour subjects are within the following session times:

- 08.00 am - 11.00 am
- 11.30 am - 2.30 pm
- 3.00 pm - 6.00 pm
- 6.30 pm - 9.30 pm

Clinics are to commence 15 minutes before the above start time and students are expected to remain 15 minutes after the above end time.
Timetable Changes

Students need to be aware that the following guidelines apply to timetabling.

Timetables are subject to change and will be finalised at least one week prior to the start of semester. The number of teaching hours per week and the number of teaching weeks may vary from subject to subject. Endeavour reserves the right to vary the number of hours and weeks of delivery whilst ensuring that the overall learning outcomes and subject objectives will be achieved. Classroom allocation is subject to change throughout the semester. Where a class time has been cancelled for the semester, students will be advised by their Enrolment Adviser or Student Adviser and an alternative option will be offered.

Public Holidays

Endeavour will be closed on Good Friday, Easter Monday and ANZAC Day. Classes held on those days will be rescheduled. Classes will be held on all other Public Holidays unless arrangements are made between the lecturer and students in class for an agreed alternative date.

Student Subject Guide

The Student Subject Guide (SUG) constitutes an agreement between Endeavour and the student.

The SUG reflects the Subject Outlines which form part of the curriculum for accredited awards. Accordingly, the learning outcomes and performance criteria cannot be altered without approval of the Academic Board.

Study Requirements

On occasions for teaching and demonstration purposes, students may be required to act as clients for other students or staff in the pursuit of their mutual learning. Students are made aware of this requirement in the Student Subject Guide and agree to act accordingly without prejudice to Endeavour.

Attendance

The College encourages 100% attendance for all classes. Legislation requires that student attendance rolls are kept and made available for inspection in relation to students receiving government assistance as well as international students.

*Classes:* Once a student has missed two classes, their Student Adviser is notified and the student may be contacted in regards to their attendance

*Practical classes:* Practical classes have a minimum 80% attendance requirement to allow for sufficient experience with the practical skills involved. Practical classes are identified as such in the SUG and attendance becomes a criterion of assessment.
Clinics: Students enrolled in Clinics are expected to attend all Clinic sessions. If a student is unable to attend any Clinic session due to illness or unforeseen circumstances, the following procedure applies:

- the student informs the Clinic supervisor/office that s/he is unable to attend, whenever possible the day before or earlier;
- students are to make up any missed sessions in other clinics running that semester, or in the following semester by the permission of the Clinical Supervisor;
- if the missed clinic sessions are not made up before the end of the following semester, then the incomplete grade will be changed to a Fail; and
- if more than 2 clinics are missed then the Subject will have to be deferred.

Refer to Clinic Requirements for further information.

Note:

- Students must attend Class/Clinic on the day and at the set time according to their enrolment - no changes are permitted unless under extenuating circumstances.
- It is the student’s responsibility to arrive at class on time and to stay until the class is completed.
- Where only part of a class is attended, students will be marked present for only that portion of class and a note will be made. Subsequent partial absences will be tallied towards total absences.

International Students:

International Students must maintain a full-time study program, equivalent to 20 contact hours per week, on-campus as set out in the accredited course structure. International Students are not permitted to study part-time unless they are already in Australia on a spouse's study visa or a diplomatic or dependent temporary resident visa.

The College is obliged to report to the Australian Government any student who does not attend classes or who is not making satisfactory progress in their studies. Such a student may be asked by the Government to leave the country.

Varying Enrolment

Students are able to change class times and subject selection up to the last day of the second week of semester without incurring any penalty (unless such a change means additional fees due for that subject). If a change to subject selection results in fewer subjects being studied, then the Withdrawal Policy applies. After the start of Week 3, changes to subject selection are only permitted under exceptional circumstances.

Requests for changes to class times after the start of week 3 must be made in writing to the Enrolment Coordinator stating any extenuating circumstances and providing supporting documentation. Any approval will be subject to availability of space in the desired class and is dependent on the permission of the Senior Lecturer or Program Leader.
Audio Recording of Lectures

On occasion students will be unable to participate fully in learning experiences due to reasons relating to a disability (as defined under the Commonwealth Disability Discrimination Act 1992). Where a disability exists and the student has made Student Support aware of this disability, students may request to tape record their lessons. Such a request would be allowed only when it is deemed that to tape record the lesson would not interfere with the operation of the class, and the lecturer and all students in the class agree to this occurring. In such instances, Student Support would provide written permission to the student to be allowed to tape record a lesson. Where a student is enrolled in more than one subject, the above process must occur for each and every subject in which the student is enrolled.

Completion of Studies

Graduation Ceremonies are held each year. This is an opportunity for students and lecturers to wish each other well, discuss career paths and celebrate. Staff are invited and actively encouraged to attend as guests of the College at these important occasions.

Smoking

Smoking is prohibited in all buildings, including covered balconies, entrance areas, outside open windows or near air intakes.

Mobile Phones

Use of mobile phones by either students or lecturers during class/clinic time is not permitted. Phones must be switched off during class/clinic time.

Office Hours

Normal hours of business for Student Support are between 9.00am to 5.00pm, Monday to Friday. Calls outside of these hours and Public Holiday will be directed to our answering service and will be responded to within the next working day. Endeavour can be contacted by dialling 1 300 4 NATURAL.

Car Parking (Brisbane Only)

Car parking is available on the grounds dependent on availability and at a fee. Car parking is available to Endeavour staff and students whilst in attendance at the College. Car parking is at the vehicle owner’s own risk and Endeavour takes no responsibility for any damage or loss incurred as a result of parking. Specific spaces have been designated to lecturing staff along the Great Hall and students are asked to respect these spaces. Undercover car parking is not available to students or non-designated staff.
Application to Observe

Students are able to apply to observe a subject if they have previously completed that subject, or its equivalent, in the past 10 years. The application will be approved as long as there are spaces available in the requested class time. Students will be enrolled with the status of "S" for "Sitting In" and the subject does not show on their academic record. There is no fee for students who have previously completed the subject or its equivalent.

A student can apply to observe a subject that they have previously not completed. The full fee will be payable by the student. The application will be approved as long as:

- the student is enrolled in a course of study at Endeavour
- there are spaces available in the requested class time, and
- all pre-requisite requirements for the subject have been met.

Students will be enrolled with the status of "S" for "Sitting In" and the subject does not show on their academic record. In this instance a student can apply up to the end of Week 2 of Semester to have their status changed to Enrolled if they chose to complete the assessment items and receive a grade for the subject.

Students are not able to observe practicum clinical subjects.
2. Student Code of Conduct

This Code of Conduct has been developed to engender good communication, collegiality and a helpful learning environment at Endeavour.

Students of the Endeavour College of Natural Health are expected to behave in a manner which promotes the well being of themselves and others in Endeavour surroundings. Specifically in classrooms, clinics, laboratories and other related learning locations students are expected to:

- Observe all Endeavour policies and procedures, including those relating to student misconduct, cheating and plagiarism, confidential information, privacy, and all legal, legislative, health and safety requirements
- Act in a manner that does not bring Endeavour into disrepute
- Respect the rights and dignity of other people, affording them all common courtesy and assistance, and not discriminating in any deliberate way
- Be positive and supportive of those studying and working in Endeavour environment
- Follow all lawful instructions from Lecturers and authorised Endeavour personnel
- Refrain from eating, drinking and smoking in class, clinic, laboratory or related learning areas
- Attend on time and remain in session until the completion of the session
- Participate appropriately during class, clinic, laboratory and other related activities
- Refrain from talking excessively or at inappropriate times so as to cause disruption to the achievement of learning outcomes of others
- Turn off mobile phones so as not to distract other students' learning; and
- Speak to other students and the Lecturer in a proper manner, not causing distress.

Students must not:

- Attend classes, clinics, laboratories and other related learning activities while under the influence of alcohol or any drug that has an adverse effect on their behaviour, learning or participation
- Engage in behaviour which could be considered threatening, harassing, intimidating or abusive in any way (verbally or non-verbally)
- Be in possession of any object that could potentially inflict harm on self or other person.

Note:

Unless people are enrolled in subjects, they may not attend classes unless approved by the Campus Manager.

Appropriate and covered footwear should be worn at all times on Campus.

Children are permitted on campus only under the supervision of parents/care-givers and in the following circumstances:

- when receiving treatment in clinics; and
- in the library, café, foyer, clinic, reception and car-parking areas.

Children are not permitted in classrooms under any circumstances.
Mechanisms to Deal with an Infringement of the Student Code of Conduct

Level 1 Infringement:

This applies in relation to infringement of the following behaviours:

- Respect the rights and dignity of other people, affording them all common courtesy and assistance, and not discriminating in any deliberate way
- Be positive and supportive of those studying and working in Endeavour environment
- Follow all lawful instructions from Lecturers and authorised Endeavour personnel
- Refrain from eating, drinking and smoking in class, clinic, laboratory or related learning areas
- Attend on time and remain in session until the completion of the session
- Participate appropriately during class, clinic, laboratory and other related activities
- Refrain from talking excessively or at inappropriate times so as to cause disruption to the achievement of learning outcomes of others
- Turn off mobile phones so as not to distract other students' learning; and
- Speak to other students and the Lecturer in a proper manner, not causing distress.

Intervention Steps:

1. The Lecturer informs the student of the infringement and suggests a more appropriate behaviour. The Lecturer may complete a Notification of Infringement of Code of Conduct Form.
2. If the behaviour occurs a second time, the Lecturer cautions the student to desist or further action will be taken, and records this second incidence on a second Infringement Form.
3. If the behaviour occurs a third time, the Lecturer seeks the support of the Program Leader and records a third Infringement Form. The Program Leader communicates the situation to the Head of School and Student Support Coordinator (who may be aware of infringements in other classes). They discuss the situation and whether a sanction may need to be applied.
4. The Lecturer and Program Leader meet with the student, explain the inappropriateness of the behaviour and caution that if it persists, sanctions may be applied.
5. If the behaviour is evidenced a fourth time, the most appropriate sanction is immediately applied.

Level 2 Infringement:

This applies in relation to infringement of the following Code behaviours:

- Observe all Endeavour policies and procedures, including those relating to student misconduct, to cheating and plagiarism, confidential information, privacy, and all legal, legislative, health and safety requirements
- Act in a manner that does not bring Endeavour into disrepute
- Attend classes, clinics, laboratories and other related learning activities not under the influence of alcohol or any drug that has an adverse effect on their behaviour, learning or participation
• Not engage in behaviour which could be considered threatening, harassing, intimidating or abusive in any way (verbally or non-verbally); and
• Not be in possession of any object that could potentially inflict harm on self or another person.

**Intervention Steps:**

These behaviours may be serious enough to warrant immediate action.

1. The Lecturer verbally informs the student of the infringement, that it is serious and that immediate action is/may be required to rectify the situation.
2. Depending on the situation, the Lecturer may expel the student from the classroom, or contact the Program Leader or Security for immediate assistance and/or notification to the Police.
3. Thereafter, the Procedures for Dealing with Possible Misconduct (Section 2) are followed.

**Note:** The student has the right to lodge a complaint at any time (against either the content of what is being alleged or the process that is being used) and should be informed accordingly.

**Student Misconduct**

**Definition of Misconduct**

In addition to cheating or plagiarism, other forms of student misconduct may occur. Misconduct is defined as relating to a student who, without reasonable cause, deliberately behaves in any of the following ways:

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

The procedures for dealing with possible student misconduct are designed to be as limited and responsive as possible. If a staff member or student experiences or observes what they believe may be 'Misconduct', they should advise the Program Leader as soon as possible. As a preliminary step, a staff member observing or experiencing perceived misconduct may question or advise the individual concerned, before proceeding further. If the complainant is a Program Leader, s/he should consult with Student Support Coordinator.

After advising the Program Leader, the lecturer who experienced or observed possible misconduct should complete an Allegation Notice providing sufficient details of the alleged misconduct and any supporting evidence and forward this to the Student Support Coordinator, who will advise the student in writing of the allegation and ask him/her to respond in writing within fourteen (14) days.

After 14 days, if the matter is not resolved, the Program Leader will consult with the Head of School regarding the allegation, evidence and any response from the individual concerned. The person against whom the allegation has been made has the opportunity to discuss the matter with the Head of School.

The Academic Board delegates authority to the Head of School to deal with a report of misconduct by either:

i) making a decision to accept or reject the allegation and provide reasonable consequences if the allegation is accepted (see below); or

ii) referring the allegation to the Student Misconduct Committee.

The Student Misconduct Committee is comprised of:

- A Chairperson, who must be a senior member of staff appointed by the Director of Education;
- One member of Academic Board;
- Chair of Academic Administration and Student Support Committee
- One member of the Academic staff; and
- One Student Representative elected by and from the student body currently enrolled at Endeavour

The Student Misconduct Committee shall comprise at least one male member and one female member to provide gender balance.

Terms of Reference

- Investigate allegations of Student Misconduct
- Review the available evidence, seek additional evidence or clarification and interview the staff or student against whom the misconduct is alleged
- Determine, on the balance of probabilities, whether or not the misconduct has occurred; and if so
- To recommend the penalties, if any, to be imposed

Possible Recommendations and Actions made by the Misconduct Committee may include:

i) dropping or clearing the allegations made against the student

ii) requested apology to those involved

iii) a reprimand to the student

iv) marks for that assessment are disallowed towards final result
v) fail the subject  
vi) probationary enrolment, subject to the student's ongoing good behaviour  
vii) require that the student restore, replace or compensate for an item stolen or maliciously damaged  
viii) suspend the student from Endeavour for a specified period of time, not exceeding six (6) months  
ix) cancel credit or enrolment for any subject  
x) withhold results  
xi) exclude the student from Endeavour permanently; or  
xii) a combination of the above.

If the student is not satisfied with the outcome of the Student Misconduct Committee, then Endeavour will arrange independent mediation as detailed under Stage 4 in the Grievance Resolution Policy – Students and Clinic Clients.

Staff/Student Interactions

Staff should conduct themselves in an appropriate professional, ethical and equitable manner in accordance with the purpose for which they are at Endeavour. Staff should avoid conflict of interest of either a personal or business nature. If not avoidable, the conflict should be immediately identified to the relevant Program Leader or Head of School.

Items/Products for Sale

Any items or products of a commercial or other nature which staff wish to sell to other staff and/or students of Endeavour on or off campus are to be sold through the bookshop on a negotiated basis. The Bookshop Manager will ensure that copyright requirements are met and that pricing is in accordance with Endeavour obligations and policy.

Sale of Services by Sessional Teaching Staff

Sale of services by providers external to Endeavour including clinic services, workshops, short courses or similar are to be authorised by Campus Management and only displayed on the appropriate noticeboard for the appropriate period of time. Endeavour accepts no responsibility for these services, their delivery or outcomes.

Soliciting for Business of a Private Nature

Soliciting for business of a private nature to staff and/or students of Endeavour is not permitted under any circumstances.

Advice/Treatment of Students & Other Staff by Lecturing Staff

It is not permissible for staff to engage in counselling consultations with students they are currently teaching or likely to teach in their current course. The potential dual relationship does not model good ethical practice. Most codes of ethical health practice would not condone this behaviour.

Student Prescribing in Clinic and Sale of Items or Products

Clients who attend Endeavour clinics are clients of Endeavour. The College has a duty to clients to ensure that they receive the highest available quality of client care and that the care they receive is not compromised by conflicts of interest or by students' unilateral decision making about the treatment they receive.
Students undertaking clinical subjects, when in clinic, must prescribe and/or use products and/or remedies that have been authorised and manufactured or purchased by Endeavour for use in its clinics and only after approval has been obtained from their clinic supervisor. Students must not supply, use or prescribe their own products or remedies when treating clients in the clinic.

Any items or products of a commercial or other nature which students wish to sell to Endeavour staff, students or clinic clients on campus must be sold through the bookshop on a negotiated basis. The Bookshop Manager shall apply the same criteria to students’ requests to sell items or products as are applied to staff requests in order to ensure that copyright requirements are met and that pricing is in accordance with Endeavour obligations and policy.

**Promotion of Professional Associations**

Endeavour does not promote or endorse any particular Professional Association over another. It makes every effort to ensure that its courses are accredited or approved by all relevant, major Professional Associations and encourages its students and graduates to make an informed decision about membership benefits before applying for Professional Association membership.

Endeavour provides an equal opportunity for all Professional Associations which accredit or approve Endeavour's courses to provide information about their Association to Endeavour students and graduates. This information is made available to students and graduates by way of the campus libraries, trade shows, and other College-authorised events.

Endeavour administrative and academic staff, including sessional teachers, should not promote or recommend any relevant Professional Association over another, to students or graduates through administration or in the classroom or clinic.
3. Fees

- Fees are subject to change and students should confirm current fees prior to enrolment or re-enrolment.
- A payment plan will be established by Student Support if the student is studying eligible subjects.
- Students will not be admitted to classes if payment has not been made, or a payment plan agreement entered into, by start of classes for the relevant semester/trimester.
- In the event that fees are outstanding or the payment schedule is not up to date, Endeavour may, at its discretion apply any one or more of the following measures:
  - Withdraw students from classes
  - Withhold student examination results
  - Deny students re-enrolment

A monthly late fee is charged on any fees not paid in full by the due date where a payment plan is not in place. Any monies outstanding may be referred to a debt collection agency.

- Any credit of fees is held for two years for the use of that student for study only and is non-transferable to other persons.

Subject Fees

- Fees are charged per subject, per semester/trimester.
- The registration fee of $100 per subject is part of the total fee for the subject(s) and must be paid on enrolment or re-enrolment.
- The balance of fees must be paid, or a payment plan agreement entered into, by no later than start of the semester/trimester.

Short Course / Weekend Workshop Fees

- Fees are payable in full in advance.
- If a student cancels on or after official start date of the short course/workshop they shall receive no refund or no credit transfer.

FEE-HELP

Cancellation Fees detailed apply to all Endeavour students. The FEE-HELP Tuition Loan Scheme operates between the student and the Australian Government. Any fees paid by a student prior to applying for FEE-HELP are not refundable to the student once a FEE-HELP Request has been submitted. Refer page 5 regarding the FEE-HELP Tuition Loan Scheme.

College of Natural Beauty Courses

- A $1,000 registration fee (which includes the cost of professional kit and uniforms) is payable at the time of enrolment. This fee is part of the total tuition fee.
- The balance of fees is payable:
  - for the course in full, at the commencement of the first semester (where a discount is applicable)
  - by the commencement of each semester; or
  - upon application to Student Support, a payment plan is available to those unable to pay the full fees by the commencement of semester.
Cancellation Policy

Superseded by the Cancellation Fee Policy.

Provider's Financial Arrangements

Endeavour will ensure that:

- local students are refunded their registration fees and/or course fees if a delivery of the requested subject is cancelled because a class quota has not been met
- local students are refunded or credited their subject fees, as they choose, should a course be cancelled by Endeavour for any other reason
- international students are refunded their tuition fees (but not registration fees) if a student visa is refused (refer International Course Guide); and
- funds paid by international students are safeguarded in accordance with the National Code of Practice 2007 developed under the ESOS Act 2000. International applicants should complete an Overseas Student Refund Policy Agreement Form prior to enrolment.

International Student Fee Policy

International Students are not permitted to commence their course at the beginning of any semester until all outstanding fees, charges or accounts are paid. A re-enrolment fee is required at the time of re-enrolment into each subsequent semester after the first year, and the balance payable within the first week of semester.

Where an International student obtains residency/citizenship status then local fees will apply from the semester following the date of their residency/citizenship.

Any request by an International Student for deferral from study will be dealt with in accordance with Section B - 4 of the Policies and Procedures Handbook on Deferment, Withdrawal and Transfer and the applicable clause of the International Student Refund Policy will apply.

FEE-HELP Arrangements

Endeavour is approved by the Australian Government Department of Education Science and Training as a Higher Education Provider under the Higher Education Support Act 2003 for the purposes of accessing Fee Paying Higher Education Loan Program (FEE-HELP) assistance.

FEE-HELP is a loan scheme which assists eligible students to pay their tuition fees up to a lifetime limit of $83,313 [CPI annually]. The Australian Government pays the student's tuition fees and the students begin to repay their FEE-HELP debt to the Australian Government once their income reaches a prescribed threshold.

Eligibility for FEE-HELP

FEE-HELP is only applicable to accredited Higher Education Awards provided by Endeavour. These include all Bachelor programs. Advanced Diploma, Diploma and Certificate IV awards offered by Endeavour are not eligible for FEE-HELP.
A student is entitled to FEE-HELP for a subject being undertaken as part of an eligible course, if the student:

- is an Australian citizen, a holder of an Australian permanent humanitarian visa
- is enrolled in the subject at the end of the census date for the subject
- is not a Commonwealth supported student in relation to the subject
- has completed and signed a request for Commonwealth assistance in relation to the subject or their course before the end of the census date
- meets the Tax File Number requirements; and
- has a FEE-HELP balance greater than zero.

**Application for FEE-HELP**

To apply for FEE-HELP students must complete a Request for FEE-HELP Assistance Form and declare they have read the FEE-HELP Information booklet and are aware of their obligations under the program. Students can apply for assistance for all tuition fees or can elect to pay part of their tuition fees up front and obtain a FEE-HELP loan for the balance. The Request for FEE-HELP Assistance is valid for the duration of the course. Students are required to complete a new Request when they:

- commence a new course of study with Endeavour;
- transfer to a new course of study; or
- change providers

**Withdrawal**

If a student who has completed a Request for FEE-HELP Assistance withdraws from a subject, including where the student withdraws from their course of study, on or before the census date, the student will not incur a FEE-HELP debt for that subject. Endeavour Cancellation Fees may apply.

If a student who has completed a Request for FEE-HELP Assistance withdraws from a subject, including where the student withdraws from their course of study, after the census date, the student will incur a FEE-HELP debt for that subject.

**Re-credit of FEE-HELP**

A student may apply to have the FEE-HELP debt removed. All applications must be made in writing addressed to the Enrolment Coordinator who will consider the application in conjunction with the Student Support Coordinator and make a decision. A response will be provided within 30 days.

If the application to have the debt removed is denied, the applicant has right to request in writing to the Director of Enrolments for a review of the decision. Such requests must be made in writing within 28 days of the date of the original decision, must include the reasons for requesting a review and be accompanied by any relevant supporting evidence. The Director of Enrolments will provide written notice of receipt of the request and include advice that:

- the request will be reviewed within 45 days
- if no advice is provided to the applicant within 45 days, the original decision is confirmed; and
- that the applicant has right to apply to the Administrative Appeals Tribunal (AAT) in the event that the outcome of the request is not to the student's satisfaction.
- Contact details of the closest AAT Registry and approximate costs of lodging an appeal will be provided to the student.

The Director of Enrolments, following the outcome of the reviewed decision, will provide a written response to the applicant including reasons for the decision and will also advise the applicant of their right to apply to the Administrative Appeals Tribunal (AAT) in the event that the outcome of the request is not to the student's satisfaction.
4. Deferment, Withdrawal and Transfer

Deferment of Course Enrolment

Students may apply for deferment or withdrawal of their course enrolment over the phone, in person or via email with their Student Adviser. This will be actioned but may result in financial penalty [see Fees Policy]. Deferment or withdrawal after the nominated Census Date may also incur some academic penalty [see Withdrawal from Subject].

Withdrawal from Subject

Financial penalties may apply [see Fees Policy].

Until the end of Week 2 of Semester/Trimester (or the end of Week 1 of Summer School, Winter School), students are able to change subject selection. Please refer to Policy: Student Administration - Change of Class. Until this time, students may withdraw from a subject (or subjects) with no academic penalty (record deleted) however financial penalties may apply. Please refer to Fees Policy. Withdrawals up to the end of Week 2 can be made either online, in person with their Student Adviser or via email or phone.

If withdrawing after the commencement of Week 3 of semester/trimester until the nominated Census Date, no academic penalty is noted on the student's record (WR only). Withdrawals after Week 3 must be communicated to the student's Student Adviser either over the phone, via email or in person at a scheduled appointment.

Withdrawal after Census Date will attract academic penalty. The student will be deemed to have failed, and a result of WF will be recorded on their academic transcript.

In summary:

**Semester**
- Up to the end of Wk 2: Record of enrolment is expunged from student record
- Fr Wk 3 until Census Date: WR (Withdrawal Recorded, no penalty)
- After Census Date: WF (Withdrawal with academic failure — gross fail)

**Summer School, Winter School or Trimester**
- Up to the end of Wk 1: Record of enrolment is expunged from student record
- Fr Wk 2 until Census Date: WR (Withdrawal Recorded, no penalty)
- After Census Date: WF (Withdrawal with academic failure — gross fail)

Census Date information is available on the Endeavour website and on the Trimester and Semester Calendars

Transfer Between Campuses

A request to transfer during semester from one on-campus location to another must be made in writing to the Enrolment Coordinator who will liaise with Academic to approve the request.
Transfer from On-Campus to External Studies and Vice Versa

Students wishing to change an on-campus enrolment to external studies enrolment in the same subject must obtain approval from the Enrolment Coordinator. Transfers from external studies to on-campus are permitted but fees may apply [Refer Fees Policy].
5. Credit

Application for Credit Transfer

Superseded by the Advanced Standing – Credit Transfer Policy.

Recognition of Current Competencies

National Recognition

Endeavour has an obligation to recognise nationally recognised competencies awarded by another Registered Training Organisation. Endeavour does this by recognising relevant competencies where they exist as discrete entities within subjects delivered by Endeavour.

National recognition can only be given for a subject of competency which bears the same identification code.

Students should make application using the Application for Recognition of Current Competencies form and provide a copy of the Statement of Attainment, no later than Week 14 of the semester preceding the one in which the subject would otherwise be studied (existing students) or no later than 4 weeks prior to the start of semester (new students). Please allow 21 days for processing.

Recognition of Prior Learning

Superseded by the Advanced Standing – Recognition of Prior Learning Policy.

Guidelines — RPL for Clinic Subjects

Students wishing to apply for RPL in subjects of clinical study must first ensure that they have successfully completed all pre-requisite subjects for the subject/s that they are seeking credit for.

Generally, RPL for Clinic subjects within Certificate Awards, Clinical Studies Subjects 3-6 in Naturopathy, Nutrition or Herbal Medicine Awards or Clinical Studies Subjects 2-5 in Acupuncture Awards cannot be granted due to the College's policy of not practicing while unqualified.

Applicants for RPL for 3rd or 4th year Bachelor level Clinical Studies should have a recognised qualification and should have been working in a professional clinic for a minimum of 5 years and demonstrate equivalence of advanced supervised clinical practice for a recognised qualification at an equivalent AQF level to that which is being applied for.

The professional clinical work practice referred to above must have taken place within the last 10 years.

Applicants can apply for no more than 50% of the 3rd or 4th year clinical subjects.

For each RPL being sought, applicants must submit 16 authentic documented case studies of suitable complexity adequately demonstrating the process of case taking, case analysis, the development of a therapeutic strategy and appropriate prescription/treatment. Of the sixteen
cases, six of them need to include at least one follow-up visit, i.e. document 10 single-visit cases and six client cases which incorporate a minimum of one follow-up visit. (Applicants should refer to the relevant Subject Outline for details of the assessment/performance criteria required). These cases should be from the applicant’s own work experience and not from current or previous College clinic studies. All personal details (name, address, and telephone numbers) must be removed from the case studies to maintain client confidentiality.

The existing College Clinic forms are to be used to document these case studies.

Each new application should document new case studies. Case studies resubmitted from previous applications will not be accepted.

RPL applications should include details of work experience gained and how each of the learning outcomes and assessment/performance criteria has been met.

RPL applications must be accompanied by appropriate proof of practice (e.g. letter from accountant, copy of invoice from suppliers).

The relevant Program Leader and at least one clinic supervisor from that faculty will evaluate applications. Additionally applicants must sit a practical hurdle exam to assess their clinical capability and the equivalence to supervised practice in the college clinic.

Applicants may be asked to participate in an appropriate number of clinic sessions (e.g. 4), if necessary, to enable a clinic supervisor to effectively evaluate the applicant’s clinical skills and knowledge (i.e. against the performance/assessment criteria for the relevant clinic subject/s).

Applications for assessment of competence (VET sector courses only) against the performance criteria of the relevant Subjects of Competency will only be received for the Subject in which that assessment is usually undertaken. Applicants should submit their application at least one month before clinic is due to start (to allow time for processing) and no longer than 6 months prior to start.

Applicants for RPL of Clinic subjects and/or assessment of competency should be aware of the College policy which states, "practice of skills prior to the successful completion of a course (except under supervision as part of the course) is against College Policy".

NOTE: In line with OHE specifications, a maximum of 75% of the total credit points/study subjects can be awarded for articulation to Bachelor of Health Science (Acupuncture/Homeopathy/Naturopathy) courses from Vocational Education & Training (VET) courses (e.g. Advanced Diploma – Acupuncture / Homeopathy / Naturopathy).

**Appeal Process**

Applicants can appeal the outcomes of the decision regarding their application for RPL through the usual Appeals process. Refer to the [Grievance Resolution Policy – Students and Clinic Clients](#) and the [Review and Re-mark of Assessment Policy](#).
6. Assessments

Philosophy of Assessment
Superseded by the Assessment Policy.

Assessment Moderation
Superseded by the Moderation of Assessment Policy and Examination Procedures.

Administrative Arrangements for Assessment
Superseded by the Assessment Policy.

Assignments
Superseded by the Assessment Policy.

Deferred Assessment
Superseded by the Assessment Policy.

Examinations
Superseded by the Assessment Policy and Examination Procedures.
7. Award Of Grades

Superseded by the Assessment Policy.

Assessment Results

Superseded by the Assessment Policy.

Marks and Grade Cut-Offs

Superseded by the Assessment Policy.

Higher Education Examiners’ Committee

Superseded by the Assessment Policy.

Grading System, Nomenclature and Criteria

Up until the end of 2010:

The following grading system is provided as a guide grading system used for relevant subjects:

<table>
<thead>
<tr>
<th>Marks</th>
<th>Percentage</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>91</td>
<td>100%</td>
<td>High Distinction</td>
</tr>
<tr>
<td>80</td>
<td>90%</td>
<td>Distinction</td>
</tr>
<tr>
<td>65</td>
<td>79%</td>
<td>Credit</td>
</tr>
<tr>
<td>50</td>
<td>64%</td>
<td>Pass</td>
</tr>
</tbody>
</table>

PLEASE NOTE: These cut-offs are indicative only and may be varied by the moderation process to ensure learning experiences are comparable within subjects.

The use of the grading nomenclature (Pass, Credit, Distinction, etc.) in evaluating individual assessment items is not permitted since this may curtail the ability of the Examiners’ Committee to exercise its monitoring in the award of the final grade. Only actual marks are recorded or provided.

A grade is awarded by the College Council and signifies the student's overall performance in the subject.

Students' results in subjects are recorded using the following grades. The description that accompanies each grade is given as a guideline to assist comparability across Endeavour, but these descriptions must be interpreted within the context of each subject.

High Distinction (HD) - 7

Complete and comprehensive understanding of the subject content; development of relevant skills to a comprehensive level; demonstration of an extremely high level of interpretive and
analytical ability and intellectual initiative; and achievement of all major and minor objectives of the subject.

Distinction (D) - 6
Very high level of understanding of the subject content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and achievement of all major and minor objectives of the subject.

Credit (C) - 5
High level of understanding of subject content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the subject; some minor objectives not fully achieved.

Pass (P) - 4
Adequate understanding of most of the basic subject content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the subject; some minor objectives not achieved.

Other grades that may be awarded are:

Pass Conceded (PC) - 3
The student is normally not required to repeat the Subject, but may not satisfy prerequisite requirements. See Pass Conceded Grade below.

Pass Supplementary (PS)
Pass achieved through satisfactory completion of supplementary assessment or assigned work. [No longer awarded from 2007]

Fail (F)
Inadequate understanding of the basic subject content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major and minor objectives of the subject.

Fail No Assessment Submitted (FNS)
Did not present any work for assessment, to be counted as failure.

Withdrawal Recorded (WR)
Cancelled enrolment in the subject after commencement of Week 5 up to end of Week 8

Withdraw with Failure (WF)
Cancelled enrolment in the subject after the final date for withdrawal without failure (Week 9 onwards).

Incomplete (I)
An assessment item has not been submitted. This grade will revert to a Fail (F) grade after 14 days of notification to the student unless the student makes an appropriate application to Student Support.

Competent/Not Yet Competent (C/NYC)
Competency based (VET) subjects will be noted. Subjects given NYC will need to be repeated.

Satisfactory (S)
Describes a subject result where there is no numerical grading.
From the 1st teaching period of 2011:
Refer to the Assessment Policy.

Pass Conceded Grade

Up until the end of 2011:
Where a student has not achieved a passing grade, but has demonstrated a level of performance that is close to that of a passing grade, the Examiners’ Committee may award a grade of Pass Conceded in order to facilitate student progress through a course. The grade of Pass Conceded may not satisfy prerequisite requirements and may not be approved in a clinical subject.

Generally, only one Pass Conceded grade per fulltime semester of enrolment is permitted, with a maximum of three Pass Conceded grades per course.

From the 1st teaching period of 2011:
Refer to the Assessment Policy.

Reassessment in Vocational Courses
Superseded by the Review and Re-mark of Assessment Policy.

Reassessment in Bachelor Courses
Superseded by the Review and Re-mark of Assessment Policy.

Notification of Results
Superseded by the Assessment Policy.

Issue of Results for Certificate, Diploma and Advanced Diploma Courses
At the completion of each Subject in these vocational education and training courses, students receive a Notification of Assessment advising them if the Subject has been successfully completed.

In addition, Subjects in these courses contain Units of Competency. During completion of the Subject, students are assessed for their ability to demonstrate performance of a particular competency. In some cases, completion of a particular Subject will result in the completion of more than one Unit of Competency. In other cases Units of Competency may be partially completed within a particular Subject and students will be required to complete additional Subjects before they have achieved competency in a specified Unit of Competency.
The Unit/s of Competency contained in a Subject is/are noted on the Subject Outline.

NOTE: Because all Endeavour courses can potentially lead to enrolment in, and graduation from, a degree course, all of the assessment requirements for degree students ALSO APPLY to ALL students studying this Subject.

Reissue of Academic Transcript

All students will receive a formal and signed Academic Transcript on completion of their enrolled award. If a student requires an Academic Transcript at any other time, or requests a re-issue of a previously provided Academic Transcript, then such request must be made in writing to Student Support and a fee of $10 paid for the re/issue. A period of 10 days is to be allowed for such re/issue.
8. Student Progression

In order to undertake a course, a student must correctly enrol in that course. The student’s progression through to graduation will then be dependent upon successful completion of relevant subjects and correctly re-enrolling.

In order to qualify for graduation and receipt of the award, a student must successfully complete all subjects as listed in the relevant Course Structure.

Credit for subjects will be given up to ten (10) years post-completion provided that the learning outcomes remain the same. Recognition of Prior Learning may be considered after ten (10) years if evidence of continuing practice can be provided.

Maximum Length of Enrolment

To be eligible for an award, a student must successfully complete all specified requirements in the course within a maximum number of calendar years, normally set as follows:

- 4 year full-time award up to 10 years
- 3 year full-time award up to 8 years
- 2 year full-time award up to 5 years
- 1 year full-time award up to 3 years
- 6 month full-time award up to 2 years

Please note that Course Structures may change during this time.

Study of one or two subjects per semester is normally considered as General Interest Study. Students who study at this pace are at risk of not meeting the required time-frames to be eligible for an award. Students may study up to a maximum of seven subjects within a particular award as General Interest. After this time they will be required to meet with their Student Adviser regarding their course progress. Credit for the subjects studied as General Interest will be automatically awarded on enrolment in the relevant course provided the learning outcomes for the subject have remained the same and a period of less than ten (10) years has passed.

A student's inability to complete a course within the required time is an indicator that the student needs to review circumstances which may be militating against adequate performance.

If at the end of an academic year, if a student has failed to complete the course in the prescribed time, the College may exercise the right to exclude the student for a period of up to two (2) years.

A student excluded from study under this clause has the right of appeal under Section Complaints and Appeals.
Over-Enrolment

A student must seek permission from their Student Adviser to enrol in more than one subject over and above the full-time course structure for the course they are enrolled in. The Student Adviser will seek the advice of the Program Leader and Head of School.

Students at Risk

Any student who passes less than 50% of the subjects for which the student enrolls in a given calendar year may be "at risk". The College will advise such students to self-identify and discuss their future study plans with the appropriate support services and/or Program Leader or Senior Lecturer. Proactive "at risk" forms are available for teachers to complete which alert Student Support about a student with a potential academic difficulty. However, it remains the student's responsibility to recognise that they are at risk and to respond accordingly.

Conditional Enrolment

On an annual basis, usually in December, the College may exercise its right to place students on conditional enrolment. A student who passes less than 50% of the Semester load attempted in the calendar year January to December:

- must accept conditional enrolment for the following twelve months;
- must enrol for a reduced academic load during the twelve month period;
- must consult with Student Support Coordinator for assistance with study planning.

A student placed on conditional enrolment has the right of appeal under Section Complaints and Appeals.

A student who again passes less than 50% of the subjects attempted in the period of conditional enrolment, may be excluded from study at the College for a period of twelve (12) months. The student has the right of appeal under Section Complaints and Appeals.

Multiple Failure of Subjects

A student may be excluded from study at the College for a period of twelve (12) months if the student fails the same subject, or a subject deemed equivalent by the College, on three separate occasions.

A student excluded from study under this clause has the right of appeal under Section Complaints and Appeals.

Exclusion Resulting from Unsatisfactory Academic Performance

In certain circumstances, Endeavour may exclude students who perform badly in their previous twelve months of enrolment.

Poor performance is judged by several means:
- Passing less than 50% of the subjects in which the student enrolled, in the calendar year January to December
- Failure of the same subject, or equivalent subject, on three occasions
- Failure to complete the course in the maximum time.

An excluded student's enrolment is cancelled. The student may not enrol in any subject or course at the College during the period of exclusion. The period of exclusion will not exceed two (2) years. At the expiration of a period of exclusion, the student does not have automatic right of re-admission to the course or to the College and must apply for re-admission.

Students may apply for re-admission to the course after a period of twelve (12) months if they can provide evidence of academic improvement/application during that period of time.

Students who have been excluded may apply for re-admission to their original course of study or for admission to a different course of study after the period of exclusion has passed. Students will be required to apply formally for re-admission through the normal channels.

Endeavour does not guarantee acceptance of an application for re-admission on the basis of a previous enrolment.

The rules for the course that are current at the time of any re-admission will apply to the re-enrolment.

A student's enrolment will be terminated during a period of exclusion. The student will not have access to College premises or facilities, except with the written permission of the Director of Education. A student who is excluded from the College shall not be granted academic credit for subjects completed at another Higher Education institution during the period of exclusion, except with the written approval of the Director of Education.

These procedures aim to encourage students to consider their study and career options. They also aim to minimise the economic risk of unsuccessful studies to a student.

**Course Expiration and Teach-Out Guidelines**

Endeavour Advanced Diploma, Diploma and Certificate Courses are accredited and endorsed for delivery by the Queensland Department of Employment and Training. Under the Vocational Education, Training and Employment Act 1991, any such qualifications can only be awarded to continuing students for up to two years (final teach-out date) after expiry of such accreditation/endorsement. Queensland Government, Department of Education, Training and the Arts (DETA) Transition and Mapping Guidelines 9 Dec 2008.

After the final teach-out date, students cannot be awarded the qualification and will be required to vary their enrolment to an endorsed qualification if such a qualification exists. Alternatively, Endeavour will withdraw the student from the qualification once the final teach-out date has been reached and will not award the qualification after the final teach-out date if the student has not completed all of the requirements or agreed to a variation of enrolment prior to the final teach-out date.

To ensure students are aware of the teach-out requirements, Endeavour will:

- when a course is in its final year of endorsement,
  - advise existing and prospective students of forthcoming course expiry date and of the teach-out requirements; and
o publish the expiry date and final teach-out date in the regular newsletters and on the student website;

• on the expiration of a course,
  o advise all students enrolled in the course and any related course(s) in writing of the final teach-out date and the need to complete all course requirements by the end of the semester immediately prior to the final teach-out date;
  o publish the expiry date and final teach-out date in the regular newsletters and on the student website;

• and at the start of the academic year immediately prior to the final teach-out date,
  o write again to remaining students in the course and any related course(s) formally drawing their attention for a third time to the final teach-out date.

At each stage prospective or existing students will be counselled in writing to consult with the academic staff member responsible for coordination of the course regarding a study plan that provides them with an opportunity to complete the qualification prior to the final teach-out date.

International Student Load, Course Progress and Intervention Strategies

In compliance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, Endeavour will monitor the progress of international students to ensure they are in a position to complete the course within the expected duration as specified on their CoE. International Students are permitted further time to complete their course under the National Code 2007 in the following circumstances:

• compassionate or compelling circumstances (eg illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
• the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
• an approved deferment, intermission or suspension of study has been granted under Standard 13 of the National Code.

Intervention Strategies

At the end of each semester/trimester of study, after notification of final grades, the Student Adviser - International will identify any student who is deemed to be at risk of not achieving satisfactory academic progress as per Section Course Expiration and Teach-Out Guidelines. The student is notified by email that they must attend an appointment with the Student Adviser to discuss their course progress. The student is advised:

• that unsatisfactory course progress for two consecutive semesters or trimesters could lead to the student being excluded from the course, reported to DIAC, and cancellation of their student visa
• if appropriate, on the suitability of the course in which they are enrolled
• of any opportunities to be reassessed in assessment tasks
• resources available to assist the student to improve performance.

An Intervention Strategy is then designed, documented and activated by the Student Adviser - International for each at risk student and is signed by the student and the adviser. The
Intervention Strategy will specify what additional support will be provided to the student at risk of not meeting satisfactory course progress requirements and may include, but is not limited to:

- academic skills support
- additional English support
- increased monitoring
- a mentor program
- personal counselling; or
- reduction in course load.

An Intervention Strategy may be implemented before the end of a semester or trimester if a student is identified at risk during the semester/trimester.

**Distance and/or Online Learning**

Endeavour offers a number of subjects by Flexible Delivery as an alternative method of study. The available subjects are listed on the Flexible Delivery Tuition Fee List. No course is delivered entirely by Flexible Delivery.

International students are not permitted to enrol in more than 25 per cent of their total course by external and/or online learning and must not enrol exclusively in external and/or online learning in any semester or trimester of study.

International students wishing to enrol into any external and/or online study must firstly seek the advice of the Student Adviser - International who will counsel the student in relation to the requirements of the external and/or online subject and will authorise the external enrolment. The online enrolment facility will not be extended to international students for any external and/or online subjects.
9. Complaints and Appeals

Complaints Mechanism

Superseded by the Grievance Resolution Policy – Students and Clinic Clients.

Steps to Resolution of Complaints

Superseded by the Grievance Resolution Policy – Students and Clinic Clients, Academic Grievance Resolution Procedure – Students and Clinic Clients and the Non-Academic Grievance Resolution Procedure – Students and Clinic Clients.

Composition of the Complaints Committee

Superseded by the Grievance Resolution Policy – Students and Clinic Clients and the Academic Grievance Resolution Procedure – Students and Clinic Clients.

Academic Appeals

Superseded by the Grievance Resolution Policy – Students and Clinic Clients and the Review and Re-mark of Assessment Policy.

Composition of the Decision Review Committee

Superseded by the Grievance Resolution Policy – Students and Clinic Clients and the Non-Academic Grievance Resolution Procedure – Students and Clinic Clients.

Proceedings of Decision Review and Complaints Committee Hearings

Proceedings will be conducted in closed hearing.

Statements, claims and other matters put forward in these proceedings must not be used or made available for consideration in other areas without the approval of all parties and the Committee or Panel.

The complainant/appellant has a right to be heard at the hearing. The complainant/appellant has the right to be accompanied by a support person (not a Lawyer) at the hearing.

The Chairperson of the Committee may determine the manner in which proceedings are conducted. Hearings shall be informal in nature.

Any person who is personally involved in the matter to which the complaint applies may not take part in the hearing or formulation of the Committee's decision other than to provide information.
Records of complaints and appeals and their outcomes will be kept strictly confidential, filed in a separate file and stored in the office of the Chief Executive Officer for a period of seven years. Parties to the complaint/appeal will be allowed supervised access to these records.

The procedures set out in this policy do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

The maximum timeframe for processing of written complaints from date of receipt of the student's written complaint by the Chief Executive Officer to the referral to the mediator, if required, shall be fourteen (14) days.

Nothing in this policy negates the right of local and overseas students to take action under Australia's consumer protection laws in the case of financial disputes or to pursue other legal remedies.

Overseas Students

All overseas students of Endeavour or those seeking to enrol in a course of study with Endeavour are entitled to access the complaint procedures set out in this policy. Endeavour will maintain the student's enrolment whilst the Complaints and Appeals process is ongoing.

If an overseas student is concerned about Endeavour's actions the student may approach the Department of Education, Employment and Workplace Relations through the ESOS mailbox esosmailbox@dest.dov.au or the ESOS helpline (02) 62405069 or by contacting the State Authority for CRICOS Registration.

- In Queensland this is the State Department of Education. Concerns about a College's actions should be addressed to the Senior Education Officer, Queensland Department of Education, PO Box 33, Brisbane Albert Street QLD 4002. Complaints must be made in writing.
- In Victoria this is the Victorian Registration and Qualifications Authority, GPO Box 2317, Melbourne 3001. Complaints must be made in writing.
- In Western Australia, this is the Conciliator located at the Department of Education Services. Concerns about a College's actions should be addressed by telephoning (08) 944101953, or by sending a fax to (08) 944101950 or email the Conciliator at anne.duncan@des.wa.gov.au. The Conciliator is happy to discuss issues of concern at any stage of a dispute, however please note that the Conciliator will only become actively involved in a case on behalf of either the student or the institution once an attempt has been made between the parties themselves to resolve the dispute, and that attempt has failed. Discussions with the Conciliator can remain confidential if the party wishes. This service is provided free of charge by the Government of Western Australia.


The Director General of the Department of Education has the power to cancel a College's registration if a breach of the requirements of registration is proved.

The process contained herein does not prevent an international student from exercising rights to other legal remedies.
Review of a Mark
Superseded by the Review and Re-mark of Assessment Policy.

Appeal Against a Mark
Superseded by the Review and Re-mark of Assessment Policy.

Appeal Against a Final Grade
Superseded by the Review and Re-mark of Assessment Policy.
Flowchart detailing steps under stage 1 of complaint process

The flowchart below provides information on how to raise a concern and where such concerns should be directed. We are confident that matters can be resolved as early as possible and it will not be necessary to treat the matter as a formal complaint.
10. Copyright

Copyright and Intellectual Property

Anyone who creates intellectual property has the right to be acknowledged as the author of the work they have created, and, in most cases, they also retain the copyright (see section on Intellectual Property for description). Copyright does not have to be registered in Australia, it exists automatically. It is protected by Australian and other national laws, and by international law. The idea is to protect original creators' financial rewards and thus encourage continued creativity. The law protects the copyright of academic and other works on paper, in electronic form such as audio or video tapes, CD-ROMS etc, and on-line (including anything found via the World Wide Web or any other mechanism which is part of the Internet). Protection generally lasts for the life of the author or creator plus 70 years. The rule in relation to all electronically mediated information is to abide by the stipulations of the copyright statement. The law provides for the genuine needs of students and researchers to take copies of written or electronic material for the purpose of private study. While the Commonwealth Copyright Act 1968 (as amended) protects copyright owners, it also confers some rights on students and researchers. Under sections 40 and 103(c), they may make copies of reasonable portions of works for the purposes of research or study. A reasonable portion of printed material is not more than 10% of the total number of pages or one chapter of a book or one article from a compilation. The rule for periodicals is one article per periodical issue; more than one article if they are on the same subject (provided use is fair)

Use of Quotation and Attribution of Sources

Quoting, paraphrasing or summarising someone else's work in an essay, assignment or project is acceptable as long as the words, ideas, figures, charts etc are properly acknowledged. This can be achieved by correctly attributing the authorship and source by referencing. A Harvard style referencing guide can be downloaded from the Endeavour website. Students should refer to, and utilize, the referencing system required in the subject(s) in which they are enrolled. The use of quotations and attribution of sources of one's ideas that are not original ideas are practices that preserve others' intellectual property rights, demonstrate intellectual honesty and form the basis of sound scholarly inquiry.
11. Flexible Delivery

Policies and Procedures specific to Flexible Delivery are detailed below for the convenience of Flexible Delivery students.

Student Administration and Fees

Subject fees are available on the website.

Entry Requirements

Enrolment is in accordance with Endeavour Entry Requirements [refer Section B1: Entry Requirements of this Handbook] and includes undertaking an interview at the campus where the on-campus study will be undertaken. For entry into an Award program [course] in Victoria and Queensland, application is made through the normal tertiary processes of VTAC or QTAC.

Flexible Delivery will accept subject enrolments only after the entry requirements have been completed and the student has enrolled as a new student at the relevant campus.

Enrolments into Flexible Delivery subjects are made using the Flexible Delivery Subject Enrolment Form. Once the enrolment process is completed a confirmation of enrolment letter, receipt and acceptance notice will be received confirming that subject enrolment has been received and that all processing has taken place. If the mode of delivery is Paper Based, the student will receive the package of materials within 10 working days.

Flexible Delivery

The Academic Flexible Learning Unit offers subjects that allow students to pursue studies at their own pace. This provides opportunities to remain in employment or professional work throughout the duration of study. Students can complete subjects off campus via Paper based, Online Enabled, or Online modes of delivery.

Paper Based Subjects — conditions apply

Students complete self directed learning through a paper based study guide, utilising the set texts and set learning materials as resources. A tutor is available by phone and email. Assessments are written assignments submitted via post, and the final examination is supervised and posted in to the campus. Subjects must be completed within 6 months from official subject start date, although students are encouraged to complete earlier if possible.

Online Enabled Subjects

Students access their study materials online in a variety of formats including PDF, PowerPoint and web format, and activities may include access to online quizzes, interactive online exercises, and links to Flexible Delivery resources from publishers and other sites. The final examination is supervised and either completed on or off campus. An online tutor is available to provide academic support and guidance. Subjects must be completed within a 15 week timeframe from official subject start date.

Online Subjects

Students complete self directed learning through PDF learning guides and narrated powerpoints online, with an online tutor and organised weekly forum discussions with classmates and tutor. Assignments are submitted electronically, and may have a final
examination which could be undertaken online or on campus. Textbooks and other hard copy learning materials are also recommended to accompany online components of study. Subjects must be completed within 15 weeks from official subject start date.

**Practical Component**

Practical and clinical subjects will require on-campus attendance or residential schools to ensure that the expected acquired skills can be demonstrated, observed, practiced, evaluated and refined. Study and subjects can be planned with the Student Adviser (SA) to assure timely completion of the course.

**Subject Duration**

The commencement date of each subject is included in the student confirmation letter. Flexible Delivery students do not need to follow on-campus semester dates unless they are also studying on-campus, and receiving financial assistance.

Listed below are the important dates for 2010:

<table>
<thead>
<tr>
<th>Enrol Start Date</th>
<th>Enrol End Date</th>
<th>Official Start Date</th>
<th>Census Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>07 Dec 2009</td>
<td>06 Jan 2010</td>
<td>11 Jan 2010</td>
<td>12 Feb 2010</td>
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<tr>
<td>01 Feb 2010</td>
<td>22 Feb 2010</td>
<td>01 Mar 2010</td>
<td>06 Apr 2010</td>
</tr>
<tr>
<td>01 Mar 2010</td>
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</tr>
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<td>31 May 2010</td>
<td>07 Jun 2010</td>
<td>09 Jul 2010</td>
</tr>
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<td>07 Jun 2010</td>
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<td>05 Jul 2010</td>
<td>06 Aug 2010</td>
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<td>04 Oct 2010</td>
<td>05 Nov 2010</td>
</tr>
<tr>
<td>26 Oct 2010</td>
<td>01 Dec 2010</td>
<td>06 Dec 2010</td>
<td>07 Jan 2011</td>
</tr>
</tbody>
</table>

If dependent on Austudy/Abstudy or Youth Allowance, an equivalent full-time load within 18 weeks from commencement of study must be completed. If studying on-campus as part of a full time Centrelink loading, then it is necessary to enrol in the periods in bold above so that enrolment can be linked to Semester 1 or Semester 2.

If there are any questions or doubts regarding required Centrelink workload, please contact your Student Adviser immediately.

Students will receive an FNS (failed not submitted) grade once the completion date is passed and assessment item/s remain outstanding. Students wishing to continue a subject that has been awarded FNS must re-enrol and resubmit all required assessment items. The full tuition fee is also payable.

**Extensions**

If a student is unable to complete by their due date because of extenuating circumstances, they are entitled to apply for an extension. Requests for extension of time must be made in advance (two weeks prior to completion date) to the Student Adviser, by completing the Extension Application form. Extensions are only granted on the basis of professional, medical or compassionate grounds and should include documentation to support these grounds.
Fees and Payments

Tuition fees are charged per subject, and must be paid upfront. Fees are also subject to change and students are required to confirm current prices before enrolment or re-enrolment.

Please refer to Section B.3 Fees in this Handbook for information on Cancellation fees applicable.

Other costs include textbooks and other resources as required for each subject. These are listed on the Flexible Delivery Booklist, available online or from administration.

Combined Flexible Delivery and On-campus Studies

Flexible Delivery can be combined with enrolments in other subjects on-campus; however, when enrolled for Flexible Delivery in a particular subject, on-campus lectures cannot be attended.

Likewise, when studying a subject on campus, there is no entitlement to the Flexible Delivery materials.

Student Services Role

The Student Adviser is responsible for the care of students and helps with all aspects of welfare including career advice, study skills, resolution of academic issues such as course planning, Austudy/Centrelink advice, and other study related issues. Contact your Student Adviser by contacting the closest local campus.

Tutor Role

Flexible Delivery/tutors are responsible for the marking of student's assessments and assist with research and study advice as well as subject content. Current lecturer/tutor contact details will be issued with each subject.

Assessments

Assessment requirements for Flexible Delivery

Information regarding assessments is contained in the Subject Outline/Introductory Guide for the subject. Some subjects have only assessments, and some subjects are a combination of both assessments and examinations. Complete assessment details are found after Session 14 in the subject folder or in a plastic folder attached to the subject guide or Assessment overview section online.

All assessments must have their own Assessment Cover Sheets attached to the front of each assessment. When an assessment is submitted, a copy should be kept as a record in case the original is lost in transit.

Some other policies to consider when submitting assessments:

a) each piece of assessment must be submitted
b) assessments must be submitted in progressive order according to the Introductory Guide and students must wait for academic feedback before submitting the next assessment
c) all assignments must be referenced according to Endeavour requirements
d) assessments will not be accepted in folders or binders - they must be submitted in one single plastic sleeve or compiled with a staple or clip, and
e) assessments will not be accepted without the (signed) assessment coversheet.

Assessments that do not adhere to these requirements may be returned to the student unmarked or adjusted by administration staff (i.e. removed from a folder) to meet requirements. The folder will not be returned to the student.

Examination papers must be posted to the College by the Examination Supervisor in the envelope provided immediately after the examination has been completed. Refer to the section on Flexible Delivery Examinations for more information.

Submission Dates

Assessment due dates can be found on the assessment coversheets. All students should be aware of the 'Progressive order'. The exam nomination form must be submitted four weeks before an exam due date. All assessments and examinations must be complete and submitted prior to a student's completion date. Assessments/examinations can be submitted at any time during the student's enrolment period, as long as they follow the progressive order outlined in the Introductory Guide.

Students who have missed suggested assessment submission dates as outlined in the Guide may be contacted by Endeavour to check on their progress. Failure to complete the subject on or before the completion date will result in an FNS.

Marking Timeframes

Assessments will be returned to students as soon as they have been marked. Endeavour's aim is to have papers marked and posted back to students no later than the 14th day after it was received by the Flexible Delivery office. At some times of year, however, such as over the Christmas and New Year break, marking times may be extended. Students should be patient when awaiting results. When planning to meet student overall completion dates, allow at least two weeks for marking.

Lost Assessments

Refer to Section B.6 Assessments for information regarding Lost Assessment Items.

Flexible Delivery Examinations

Flexible Delivery students can undertake examinations externally or on-campus. On-campus examinations are held fortnightly, and students will be advised of the exam schedule on the Endeavour website.

Regardless of the venue, examinations need to be taken under appropriate supervision. All students must complete the Examination Nomination Form, found on the Endeavour website, to book an examination. Please refer to this form for details on suitable supervisors.

Examination Nomination forms must arrive at the campus with four weeks notice to process and post the examination.

The supervisor may be contacted prior to or after the examination to confirm any details.

If a student is not able to attend the nominated examination, a Deferred Assessment application as per Section B.6: Deferred Assessment must be submitted. Students who fail to attend a nominated exam and who do not follow the Deferred Assessment process will receive zero marks for that assessment.
Students will not receive notification of specific final examination results; however, once all components of the subjects have been completed, students will be issued with an Assessment Result Sheet indicating the overall grade for the subject.

**Assessment Results**

Refer to Section [Award of Grades](#) for information regarding Assessment Results and to Section [Complaints and Appeals](#) for information on Grade Reviews and Appeals.

**College Information**

**Library Services**

The Endeavour Library is the information centre for students, staff and researchers. There are a wide range of resources available, including books, periodicals, models, charts, videos, DVDs, CD-ROM's and on-line databases. Local Flexible Delivery students are welcome to use the library and its resources at any of the campuses during their enrolment periods. Lending is only permitted if students physically attend a campus library, although library staff are happy to assist Flexible Delivery students in their research endeavours via phone or email. Library assistance can be given with:

- Providing advice on how and where to find information for assignments
- Bibliographies and referencing
- Search strategies and improving online information retrieval skills
- Other research tips and tricks.

Contact the Library on 07 3253 9561 or email library@endeavour.edu.au for information and assistance. Contact the local campus library for opening hours. Every subject will include library information for Flexible Delivery students.

**Student Card**

Student cards can be issued to any enrolled student and indicate whether enrolment status is full or part time. Students must be enrolled in four or more subjects to be issued with a full-time student card; however, this full-time status may not be sufficient for Austudy/Abstudy/NewStart/Youth Allowance eligibility. In order to receive any transport concessions, four or more subjects need to be studied on-campus. If students reside 50km or more from a campus and are unable to attend a campus in person, an application will need to be posted in with a named photo, authenticated on the back by a Justice of the Peace.

**Graduation**

Graduation Ceremonies are held each year. This is an opportunity for students and lecturers to wish each other well, discuss career paths and celebrate. Staff members are invited and actively encouraged to attend as guests of the College at these important occasions. It is not necessary to attend the Graduation Ceremony to graduate, however all graduates will be invited to attend one of the ceremonies. Contact the campus for more information.

**Office Hours**

Normal hours of business for Student Support are between 8.00am to 6.00pm, Monday to Thursday, and 8:00am to 4:00pm Friday. Calls outside of these hours and Public Holiday will
be directed to the answering service and will be responded to within the next working day. Endeavour can be contacted by dialling 1 300 4 NATURAL.
12. Cheating and Plagiarism

Collaboration

Collaboration is the legitimate joint work by two or more students in the completion of a project, such as an assignment. In certain circumstances, lecturers may permit collaboration on all or part of an assessment piece for the purpose of facilitating peer learning and inquiry. In such circumstances, these collaborative arrangements will be specified in the assessment information available for the subject. Unless collaboration in the assessment task is specified as a requirement, students will undertake and complete assessment work independently. Students’ discussion amongst themselves of assessment topics and approaches is acceptable as long as their subsequent assessment submissions constitute their own individual work.

Plagiarism, Collusion and Cheating

Plagiarism is the intentional or unintentional copying or presentation of any part of another person's work without acknowledgement for the purpose of presenting the other person's work as one's own work.

Collusion means submitting the work of someone else and calling it one's own, with full knowledge and consent of the other person who has supplied the work, in order to give a false representation of one's effort or performance on the assessment item.

Cheating involves any behaviour by students in relation to any item of assessment which falsely represents the student's effort or performance on the assessment. The act of cheating, whether it is intentional or unintentional, is an act of intellectual dishonesty. Students are expected at all times to act honestly when fulfilling their assessment requirements. Cheating includes, but is not restricted to:

- The act of plagiarism
- Assisting another student to commit plagiarism
- The act of collusion
- Allowing one's work to be copied or appropriated in some other form by another student
- Taking unauthorized information, materials or aids into an examination, irrespective of whether the unauthorized objects relate directly to the examination content (refer to Section B6: Examinations)
- Using unauthorized information, material or aids in an examination
- Submitting, as a new work, an assessment piece that has been previously submitted and assessed for another subject or award, without appropriate acknowledgment and prior permission of lecturer
- Using or developing an idea or thesis derived from another person's work without appropriate acknowledgement of the previous work
- Using experimental results or data obtained or gathers by another person without appropriate acknowledgement of the other person's contribution
- Fabricating or falsifying information or data; and
- Failing to give accurate acknowledgement to other collaborator’ contributions to an assessment piece.

Academic penalties apply if cheating is detected.
Procedures for Dealing with Cheating, including Plagiarism and Collusion

Any lecturer, clinic supervisor or examination supervisor who suspects that a student has cheated shall refer the matter to the Head of School for investigation.

The lecturer or supervisor shall provide the Head of School with a written report on the matter containing the details of the alleged act, including where relevant the parts of the student's work in question, the source from which the work has been drawn or the unauthorised materials or objects that were detected in the examination setting. The report will be accompanied by the student's assessment piece and a copy of the source(s) from which it was apparently derived or, in the case of an examination, the unauthorised material taken into and/or used in the examination.

Upon receiving an allegation of cheating, the Head of School shall consult with the Program Leader or Senior Lecturer (hereafter the School) to determine whether (a) the alleged behaviour falls within the above definition of cheating and (b) whether there are sufficient grounds for investigating the matter.

If the alleged behaviour falls within the definition of cheating and if the Head of School in consultation with the School determines that there are sufficient grounds for proceeding with an investigation, the Head of School shall write to the student seeking a response to the allegation. In doing so, the Head of School shall explain:

- The specific nature of the allegation
- The type of response that is required from the student
- The student's right to respond in writing and/or in person to the allegation
- The student's right to be accompanied by a support person at any meeting which is held with the student to consider the allegation; and
- The consequences of not responding or not providing a satisfactory response to the allegations.

The student shall have the right to be heard in person on the matter and to be accompanied by a support person. The Head of School shall keep a record of any meeting that takes place with the student.

Before considering the student's response, the Head of School shall also check the student's record to determine whether the student has previously been found to be in breach of this section of the Policies and Procedures.

The Head of School, in consultation with the School, shall receive and consider the student's response and shall determine, on the basis of the evidence and the student's response, whether the student has acted in a fashion that falls within the definition of cheating and, if so, what penalty should be applied.

The Head of School shall inform the student in writing about:

- The Head of School's and School's determinations; and
- If the student has been found to have cheated, the student's right of appeal against an academic decision as per Section 9 of the Policies and Procedures.
Penalties for Cheating

If the determination is that the student has cheated, the Head of School in consultation the School shall determine the penalty to be applied from the following list of penalties:

- The student shall be reprimanded for cheating but no further penalty shall not be applied
- The original assessment item shall be awarded no marks and the student shall be required to repeat and resubmit the assessment item, or undertake an equivalent assessment item, which will be marked on its merits
- The original assessment item shall be awarded no marks and the student shall not be permitted to resubmit the assessment item; or
- The student shall be awarded a grade of Fail for the subject containing the assessment item
- If in the opinion of the Head of School and the School the student's actions constitute a sufficiently serious breach of this Policy, or if the student is judged to be a serious, repeat offended against this Policy, the Head of School in consultation with the School may determine that the student should be excluded from the subject or from the course for a period of time of up to one academic year.

In determining the penalty, the Head of School in consultation with the School shall give consideration to:

- The seriousness of the student's actions
- The extent to which the student's actions had the potential to give a false impression of the student's performance overall in the subject as opposed to just the assessment piece in question
- The student's level of insight into his or her actions and how they constitute a breach of this Policy; and
- Any previous breaches of this Policy which might have been placed on the student's record.

Recording of Adverse Findings of Cheating

Endeavour shall maintain a central register of students against whom an adverse finding of cheating has been made.

If the determination is that the student has cheated, the finding and the penalty, along with records of meetings and other relevant documentation shall be placed on this register.

Information on the register shall be kept confidential and shall be available only to the Head of School, the Program Leader or Senior Lecturer whom the Head of School consults about a cheating allegation, the Director of Education, the CEO and members of Academic Appeals Committee of the Academic Board.
Section C

1. Clinic Requirements

(See also the Endeavour Clinic Handbook 2010.)

Clinic Clients

While Endeavour makes every effort to promote the Clinics and encourage clientele, students are also expected to promote Endeavour Clinic and to attract potential clients. In some subjects, students are expected to bring a set number of clients to clinics.

Missed Clinics

A student must attend all scheduled sessions (including the orientation session) to successfully complete the clinic subject.

If a student is ill, s/he should not come to clinic. If a student is suffering with an infectious disease, s/he must not come to clinic.

A maximum of two makeup sessions is permitted in any one semester, for any one clinic subject. If more than 2 clinics are missed then the Subject will have to be deferred.

If a student is unable to attend any Clinic session, the following procedure applies:

- the student informs the Clinic supervisor/office that s/he is unable to attend, whenever possible the day before or earlier and at least before start time of the clinic sessions.
- a makeup session must be applied for. It is granted only at the proposed makeup session supervisor's discretion (No student from the proposed makeup session should be disadvantaged).
- the onus is on the student to gain verbal approval from the proposed makeup clinic session supervisor who needs to be contacted only during that clinic time. The supervisor will ensure that the student's name is added to the appointment book for the approved session.
- two weeks' notice is required (from an application acceptance to the makeup session's date) so that clients can be booked for the student.

Students are to make up any missed sessions in other clinics running that semester, or in the following semester. If the missed clinic sessions are not made up before the end of the following semester, then the Incomplete grade will be changed to a Fail.

Standard of Dress

A certain standard of dress is required for students working in the Clinics in order to promote an atmosphere of professionalism. Minimum dress standards are:

- Remedial Therapies
  - Endeavour polo shirt and dark trousers/skirt (no jeans/denim)
  - Closed shoes (no runners)
• Acupuncture
  o Endeavour polo shirt and dark trousers/skirt (no jeans/denim) or professional dress
  o White clinic jacket
  o Closed shoes (no runners)
• Homoeopathy, Naturopathy
  o Professional business type dress (eg business shirt, tie, tailored trousers, covered shoes for males & equivalent standard for females)
• Beauty Clinic
  o uniform
  o closed shoes (no runners)
  o hair tied back or pinned away from face
  o appropriate day make-up.

Supervised Practice

Students should not practise any of the skills learned during training before graduation, except:
  • under supervision as part of their clinical training; or
  • as part of their studies under instruction from lecturers.

Students should be aware that if they practice any skills before completion of the course they may be risking claims for damages against them if any harm is caused to the patient.

Treatment and Advice to Clients

Authorisation for all treatment and advice recommended to clients must be gained from the clinic supervisor prior to the provision of that treatment or advice to the client by a student.

Informed Consent

Clients of the College Clinic must be informed of all procedures, examinations and proposed treatments, and must consent to these activities prior to them being administered to the client by the student.

Dispensary

Prescriptions for the Dispensary can only be dispensed after being authorised by a Clinic Supervisor. Prescriptions must be paid for at the time of dispensing.

Patient Records

Patient record cards are confidential, remain the property of Endeavour and must not be removed from Endeavour Clinic.

Students are required to accurately record patients’ histories and treatments. Patient cards are medical and legal documents which may be sought by courts of law.
First Aid Certificate

Students studying in any clinical subject must show evidence of holding a current First Aid Certificate before completing the subject and receiving a grade. The evidence must be presented to the Clinical Supervisor, who will note it on the Assessment Sheet and will enter a mark of S/F for this component of assessment when uploading assessment results. It is expected that students will provide this evidence as early as possible in each clinical subject that they undertake, preferably at the orientation session in week 1. Should a student's current certification expire prior to the completion of any required clinical subject, the student must complete an update or full re-certification course as required by the agency/body issuing the first aid certification and provide evidence of doing so prior to the completion of the clinical subject. Evidence of first aid certification must be presented and a mark reflecting this uploaded for each clinical subject in which a student enrolls prior to the student being eligible to receive a passing grade for that subject. Students who receive a grade of 'F' for failing to present a current first aid certificate will receive a grade of 'FNS' for the subject overall.

Notifiable Diseases and Infection Control

Students must comply with Endeavour's Notifiable Diseases and Infection Control Policy and follow the associated protocols and guidelines (refer to Endeavour Clinic Handbook).

Injury During Clinics

Endeavour complies with Workplace Health and Safety requirements. All accidents and injuries, however insignificant they may appear at the time, must be reported to the WHS Representative immediately.

Client Clinic

Appointments for consultations are made through the booking system held in the Administration office or directly from the clinic during clinic times. The clinic numbers are:

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane</td>
<td>07 3253 9500</td>
</tr>
<tr>
<td>Brisbane (Beauty)</td>
<td>07 3253 9577</td>
</tr>
<tr>
<td>Gold Coast</td>
<td>07 5571 1186</td>
</tr>
<tr>
<td>Adelaide</td>
<td>08 8410 1977</td>
</tr>
<tr>
<td>Melbourne</td>
<td>03 9662 4865</td>
</tr>
<tr>
<td>Perth</td>
<td>08 9225 2907</td>
</tr>
<tr>
<td>Sydney</td>
<td>02 9437 9857</td>
</tr>
</tbody>
</table>

Private Health Insurance Rebates

Treatments/consultations provided in Endeavour clinics are by students under supervision from qualified practitioner/teachers. Health fund rebates do not apply to consultations or treatments provided by Endeavour clinics. Under no circumstances may a student or staff member provide any professional membership or provider number details to clients for the purpose of health fund rebate claims.
Clinics — Treatment Concessions

Application for concessional treatment may be made: where the client is considered to have a genuine health problem which may potentially benefit from regular/on-going treatment; where ability to afford the on-going cost of treatment may prohibit the client's regular/on-going treatment in the College Clinic; and where the treatment experience is deemed to be valuable learning for the students. Applications will be considered for Massage, Remedial Therapies, Acupuncture, Aromatherapy, Reflexology, Naturopathy, Homoeopathy, Herbal Medicine and Nutrition Clinics. Medications are provided at a discounted price and must be paid for by the client.

Where it is considered that an application for concessional treatment is warranted, the following procedure applies:

- The Clinic Supervisor informs the client that they may apply for special consideration by completing the relevant form and providing evidence of financial disability (e.g., pension/social security card, etc).
- The Supervisor provides comments on the reverse side of the application form (either providing/not providing support for the request).
- The Supervisor submits the request form to their Program Leader or Senior Lecturer for consideration.
- The Program Leader or Senior Lecturer confers with the Head of School and a decision is made. The Program Leader then informs the supervisor of the outcome and the Supervisor communicates this decision to the client.
- If concession for free treatment is granted, the Program Leader or Senior Lecturer must record the details in a Register kept for that specific purpose. This register details the client's name or patient identification code number, the treatment modality indicated, the date that the concession was granted and the number of treatments to be provided without cost. Should the client require further treatments, another request would need to be submitted.

It is the responsibility of the Program Leader or Senior Lecturer to monitor free treatments and, where necessary, follow-up the progress of the client with the relevant supervisor/s, and to report as necessary to the Head of School regarding the number of concessions provided in each given semester.

Out of Date Clinic Stock

Out of date clinic stock is to be destroyed. In future suppliers are to be requested not to back order stock and only supply what stock is available at the time.

A breach of this policy will be dealt with in accordance with the College Policy on Student Misconduct.

External Clinics

This policy establishes a general framework and general standards for external clinics in which modality-specific clinics shall have the flexibility to achieve their modality-specific outcomes.
The policy is complemented by other Endeavour policies and procedures on clinics and by modality-specific clinic subject documentation. The policy distinguishes between external clinics in the form of community-based clinics and remote clinics. Community-based clinics cover clinical placements with local health service providers in the public or private sector. Remote clinics include clinical placement of students in the BHSc (Acupuncture) in Guangxi and possible future off-shore clinical placement of students in other awards.

**Community-Based Clinics**

- Community-based clinics **must** be the equivalent of internal clinics for which students receive credit on the successful completion of the community-based clinic. Such equivalence shall exist in terms of the nature and amount of clinic hours, client contact and assessment of students' clinical knowledge and skills. Therefore, if the community-based clinic replaces an internal observational clinic it must be an observational clinic and be assessed as such but if it replaces a practice clinic it must involve an equivalent amount and quality of clinical practice and be assessed as such. Hours of clinic placement and the number of clients observed or treated must also be the equivalent of what is required in the internal clinic for which credit is granted, bearing in mind the requirements of relevant professional bodies that accredit Endeavour courses. Where the location of an external clinic is likely to affect the fulfillment of assessment requirements, eg. reception duties, the likely effects will be explained to students prior to the commencement of their clinic.

- Students undertaking community-based clinics **must** be supervised and assessed by Endeavour staff.

- Consideration should be given to the costs of providing supervision in community-based facilities, the availability of internal clinic clients and the range of health issues with which clients are likely to present when deciding on the feasibility of a community-based clinic. Consideration should also be given to the financial impact of community-based clinic options on internal clinic income and a business case should be developed and approved before a new community-based clinic is commenced.

- Where modalities decide to provide the option of community-based clinics, there should be an appropriate balance between the proportion of community-based and internal clinics students are permitted to undertake. The purpose of having this balance is to ensure that students develop broadly based competence as practitioners through clinical practice and that they have the experience of continuity of client care. Students shall normally spend no more than 50% of their total clinic experience in community-based clinic settings. Exceptions to this part of the policy must be approved by the Program Leader in consultation with the Head of School. Students undertaking community-based clinics should not normally undertake more than one clinic subject in the same specialised health facility for similar reasons.

- Departments must also ensure that students undertaking specialised community-based clinic must be assessed against the same criteria and achieve the same learning outcomes that are part of the internal clinic subject for which they receive credit on successful completion of the community-based clinic.

- There should be an appropriate orientation and debriefing for students undertaking placements in community-based clinics.
- Endeavour should negotiate with each community-based host facility to identify a contact person from the host organisation whom students can approach with immediate concerns if the Endeavour supervisor is temporarily unavailable.

Remote Clinics

- Endeavour aims to ensure that clinic learning outcomes are achieved, that remote clinic placements are manageable for host organisations and that Endeavour properly exercises its duty of care to students undertaking remote placements by applying the following policies.

- Remote clinics must be the equivalent of internal clinics and related subjects for which students receive credit on the successful completion of the remote clinic. Such equivalence shall exist in terms of the nature and amount of clinic hours, client contact and assessment of students’ clinical knowledge and skills. Therefore, if the remote clinic replaces an internal observational clinic it must be an observational clinic and be assessed as such but if it replaces a practice clinic it must involve an equivalent amount and quality of clinical practice and be assessed as such. Hours of clinic placement and the number of clients observed or treated must also be equivalent of what is required in the internal clinic for which credit is granted, bearing in mind the requirements of relevant professional bodies that accredit Endeavour courses. Provision may be made for the duration (i.e. the number of weeks) of the remote clinic to be different from the duration of the internal clinic for which credit is sought, provided that these other equivalences are achieved.

- Groups of students rather than individual students should proceed on remote clinic placement. At the very minimum the number of students at any time undertaking a particular remote clinic should be two, but larger clinic cohorts would be preferable.

- Remote clinics should be available twice per year and students interested in undertaking a remote clinic should plan their studies around the set placement dates. Students undertaking clinics in Guangxi shall commence their clinics in either early July or early October.

- There shall be a set closing date for applications for each remote clinic block in order to allow applications to be processed by Endeavour and the host organisation and for students preparing to embark on a remote clinic placement to receive a thorough orientation to the remote clinic experience. The closing date shall be no later than two months before the commencement of the clinic.

- Each remote clinic block shall run for 6 weeks.

- Prior to proceeding on placement students must attend an orientation workshop that addresses social, cultural and educational requirements of the placement they are about to undertake. The workshop shall also provide students with information on local climatic conditions at the time of the proposed clinic, the approximate costs of undertaking the remote clinic, extra expenses that might be levied by the host organisation in the course of the clinic for duplicate copies of certificates and other materials required or requested by students, local public holidays, and the levels and costs of local accommodation from which students might choose.

- Upon returning from placement, students must undertake a debriefing and feedback session on the placement.
• Endeavour shall provide the host organisation with all relevant documentation regarding the assessment and learning outcomes the student must achieve in order satisfactorily to complete the clinic, including the actual assessment the student must undergo, the number of hours that should be spent in clinic, the number of patients the students should treat and/or observe, and the preparation and training the student has had prior to attempting the clinic.

• There shall be a local facilitator who can assist students on remote placement to adjust and/or respond to personal and educational issues that arise in the course of their placement. Where possible the local facilitator should be knowledgeable about the educational and/or health services where the students are placed. Endeavour should ensure that the local facilitator is bilingual, has an understanding of the clinical requirements of the clinic placement and is able to speak on behalf of Endeavour to ensure those requirements are met. It is preferable that the local facilitator is a staff member of the host organisation but if such a person does not exist then Endeavour shall employ a local person who is capable of fulfilling this role and shall adjust its contract with the host organisation accordingly.

• Endeavour shall review its contracts with host organisations every 3 years to ensure that the information it provides to host organisations is accurate and current and that host organisations have a full and thorough understanding of the clinic placement requirements and are able to meet those requirements. Such reviews shall also take into account student feedback on remote clinics that is collected in the course of debriefing. Similar care should be given to the formulation of new contractual agreements with remote providers of external placement opportunities.

• Students shall be informed about changes to Endeavour’s policy on remote clinics in time for them to plan their other studies around available, future placements. Therefore, the changes to existing practice contained in this policy shall be introduced from 2006 in order not to disadvantage students who have planned a Guangxi clinic placement in 2005 around their other studies, provided that they receive an appropriate orientation for the placement and a local facilitator is available to assist them with issues that might arise in the course of the placement.

Clinic Supervisors and Assistant Supervisors

The role of the Clinic Supervisor is to ensure the smooth and efficient running of a Clinic session. Clinic Supervisors are required to apply Endeavour policies and procedures as prescribed in the Clinic Handbook. It is also the responsibility of Clinic Supervisors to ensure that Assistant Clinic Supervisors and students also comply with these policies and procedures.

A high standard of client care is to be maintained by ensuring that students have conducted a thorough client health assessment according to established protocols and all advice, treatments and referrals are duly authorised.

Clinic Supervisors are required to facilitate student learning by providing regular, comprehensive mentoring and feedback.

The Clinic Supervisor or the Assistant Clinic Supervisor is required to visit each client session.
Assigned Clinic Supervisors and Assistant Clinic Supervisors are required to be available 15 minutes prior to and following each timetabled Clinic session.

**Clinic Supervisor Statement of Duties**

1. Be present at Clinic 15 minutes prior to the commencement of client consultation times starting, in order to adequately assess students' timely attendance and any preparatory set-up.
2. Ensure correct handling and operation of the Reception desk.
3. Ensure delivery of the Clinic float to the Receptionist.
4. Supervise Receptionist in appropriately dealing with clients.
5. Supervise Receptionist in collection of any fees, issue and recording of receipts and correct recording of details on the Endeavour float balance sheet.
7. Supervise all students enrolled in their Clinic in appropriately dealing with clients.
8. Ensure all students adhere to all policies and procedures currently published in the Endeavour Clinic Handbook.
9. Ensure operation of the Clinic is in compliance with any Health Department regulations.
10. Ensure in the event of an incident occurring that an Incident Report Form thoroughly documenting the incident is completed, actioned and filed appropriately in accordance with Endeavour policy and procedures.
11. Ensure operation of the Clinic is in compliance with 'Right to Privacy' and any other laws or regulations affecting dealings with the public.
12. Ensure students conduct themselves in an orderly and efficient manner for the duration of the Clinic.
13. Ensure timely beginning and conclusion of Clinic times.
14. Provide mentoring, feedback and debriefing with the student on the case presentation, case analysis and treatment strategies for the client in accordance with the protocols for the specific discipline.
15. Ensure that Informed Consent has been obtained from the client.
16. Conduct appropriate assessments on all students in a variety of clinical states for the purpose of determining whether the learning outcomes have been achieved.
17. Provide feedback on student(s) case taking, case analysis and treatment plans by completion of appropriate assessment forms.
18. Assess physical examination techniques required in client management.
19. Check and authorise every treatment provided to a client by the student in accordance with the protocols for the specific discipline.
20. Sign and authorise the treatment record page in the client's file prior to any advice or treatment issued to the client.
21. Sign and date the prescription form prior to it being discussed with the client.
22. Sign and date all referrals.
23. Ensure each treating student signs and dates the record page legibly.
24. Sign and date the case summary and case taking forms.
25. Supervise the Endeavour Dispensary and issuing of clinical prescriptions.
26. Be responsible for the final management and security of the assigned Clinic float.
27. Ensure correct vacating of rooms at the end of Clinic including tidiness and cleanliness of all rooms.
28. Ensure all files are properly secured at the end of Clinic.
29. Ensure locking and/or properly securing any doors or windows at the end of Clinic, where appropriate.
30. Deliver the completed final assessment forms and results to College Administration in a timely manner.
31. Supervise any Assistant Clinic Supervisors in the discharge of their duties.

Assistant Clinic Supervisor Statement of Duties

1. Be present at Clinic 15 minutes prior to the commencement of client consultation times starting, in order to adequately assess students' timely attendance and any preparatory set-up.
2. Assist the Clinic Supervisor in maintaining supervision of reception desk.
3. Assist the Clinic Supervisor in ensuring all students adhere to all policies and procedures currently published in the Endeavour Clinic Handbook.
4. Assist the Clinic Supervisor in ensuring operation of the Clinic in compliance with any Health Department regulations.
5. Assist the Clinic Supervisor in ensuring operation of the Clinic in compliance with 'Right to Privacy' and any other laws or regulations affecting dealings with the public.
6. Assist the Clinic Supervisor in performing and maintaining appropriate assessment on students.
7. Assist with the supervision of clinical assessment techniques required in client assessment.
8. Assist the Clinic Supervisor in ensuring the performing and maintaining of appropriate assessment on all students in the Clinic course for the purpose of determining learning outcomes.
9. Assist the Clinic Supervisor in ensuring correct vacating of rooms at end of Clinic including tidiness and cleanliness in all rooms.
10. Ensure in the event of an incident occurring that an Incident Report Form thoroughly documenting the incident is completed, actioned and filed appropriately in accordance with Endeavour policy and procedures.
11. Assist the Clinic Supervisor in ensuring that all files are properly secured at the end of Clinic.
12. Assist the Clinic Supervisor in ensuring the locking and/or proper securing of any doors or windows at the end of Clinic, where appropriate.
13. Assist the Clinic Supervisor in supervising of student behaviour in Clinic.
14. Ensure students conduct themselves in an orderly and efficient manner for the duration of the Clinic.
15. Ensure timely beginning and conclusion of Clinic times.

Students Prescribing in Clinic and Sale of Items or Products

Clients who attend Endeavour clinics are clients of Endeavour. The College has a duty to clients to ensure that they receive the highest available quality of client care and that the care they receive is not compromised by conflicts of interest or by students' unilateral decision making about the treatment they receive.

Students undertaking clinical subjects, when in clinic, must prescribe and/or use products and/or remedies that have been authorised and manufactured or purchased by Endeavour for use in its clinics and only after approval has been obtained from their clinic supervisor.
Students must not supply, use or prescribe their own products or remedies when treating clients in the clinic.

Any items or products of a commercial or other nature which students wish to sell to Endeavour staff, students or clinic clients on campus must be sold through the bookshop on a negotiated basis. The Bookshop Manager shall apply the same criteria to students' requests to sell items or products as are applied to staff requests in order to ensure that copyright requirements are met and that pricing is in accordance with Endeavour obligations and policy.

Harm-Management Policy and Procedures

Policy

This document outlines ways in which Endeavour will implement and administer this policy for the management of impairment, self-injury and potential harm to others.

The Endeavour College of Natural Health (Endeavour), as a provider of health care education for students and clinic services for members of the public, has a duty to these service recipients, and others attending the campus for campus-related activities, to exercise a level of care deemed to avoid injury or loss to any person or their property. Duty of care at Endeavour has the following implications:

- Duty of care applies to the following relationships: all staff to students; clinic staff and students to clients; all staff to staff; all staff to other members of the public on campus for campus-related business.
- All those engaged in providing education, administrative and/or health care services, i.e. students, clinic supervisors, clinic assistant-supervisors, industry lecturers and administrative staff must conduct student and client care in full control of their physical and mental faculties, unimpaired by substance use.
- Persons on Endeavour premises who may present with mental health issues or the misuse or abuse of chemical substances, legal and illegal, that result in a lack of control or impairment must be appropriately managed to avoid harm to themselves or others proximate to them.

Purpose

The primary purpose of this policy is the protection of clients, students, Endeavour personnel and others on campus for campus-related business. This goal is attained through the accomplishment of the following objectives:

- The identification of impaired individuals
- The development of procedures to remove impaired individuals from providing or receiving a health service, unless the impairment is deemed to be secondary to a more critical health issue
- The identification of individuals exhibiting self injuring behaviour
- The identification of suicidal individuals
- The development of procedures to ensure that risk to individuals or others is prevented or minimised
- The appropriate referral of impaired or self injuring persons.
Definitions

Duty of Care is the obligation to exercise a reasonable level of care towards an individual in the context in which the service is delivered. It is the obligation owed by a service provider to a service recipient and others on campus for campus-related business to avoid certain actions or behaviours, when it is reasonably foreseeable the person/client could be injured, or suffer a loss, due to the lack of care from that Endeavour staff member or student.

Impairment refers to any condition which interferes with the individual's ability to function as normally expected. It may exist in psychomotor activity and skills, conceptual or factual recall, judgement, attentiveness, demeanour and/or attitudes as manifested in speech or actions. It includes addiction to and/or physical dependence upon any chemical substance(s) misused or abused.

Chemical substance MISUSE will be defined as the self administration of any chemical for any reason other than its intended proper use.

Chemical substance ABUSE will be defined as the personal use of any chemical substance that is specifically proscribed by law or by regulation pursuant to legal authority; the personal misuse of any legally controlled substance; or the personal use of any normally legal chemical substance (e.g., alcohol) in a manner that produces significant impairment or that produces the likelihood of the development of impairment.

(Reference: Policy on Impairment and Substance Abuse, Birmingham School of Medicine)

Self-injury is also termed self-mutilation, self-harm or self abuse. The behaviour is defined as the deliberate, repetitive, impulsive, non-lethal harming of oneself. Self-injury includes cutting, scratching, picking scabs or interfering with wound- healing, burning, punching self or objects, infecting oneself, inserting objects in body openings, bruising or breaking bones, some forms of hair pulling as well as other various forms of bodily harm. These behaviours, which pose serious risks, may be symptoms of a mental health problem that can be treated.


Suicidal individuals are persons who may present with suicidal thoughts or express intent to harm or kill themselves now or in the future. These persons may also have a history of suicidal behaviour. (Adapted from Guideline relating to suicidal clients. APS Ethical Guideline, p.1)

Supervisors/senior staff members are persons to whom employees and students report. A senior staff member may include, but is not limited to, program leaders, senior lecturers, and lecturers.

Scope

This policy pertains to Endeavour students, industry lecturers, clinic supervisors, clinic assistant supervisors/clinic tutors, Endeavour clinic clients, other employees of Endeavour and others on campus for campus-related business.

It is mandatory for all Endeavour personnel to have training in initial assessment of impairment, chemical substance abuse, chemical substance misuse, self-injury and suicidal persons.

It is mandatory that the Harm-Management Flow Chart and duress alarms be located in key positions on campus such as public access points and clinic rooms.
Procedures

1. If there is a suspicion that a person is carrying a weapon, notify a supervisor/senior staff member to call POLICE on 000 immediately.

2. If the person needs an interpreter, notify a supervisor/senior staff member to call TIS (Telephone Interpreting Services) Telephone 131 450.

3. Persons presenting with impairment, chemical substance abuse/misuse or self-injury (See Harm Management Flow Chart).

4. Supervisor to complete an incident report at first available opportunity.

Detailed procedures, flow-charts and forms are available in Clinic, and with Counselling and Professional Development staff.
2. Laboratory Requirements

The Australian Occupational Health and Safety Regulations require that the Endeavour College of Natural Health prevent occupational exposure to hazardous materials while in the laboratory/preparation room.

Policy

The Endeavour College of Natural Health is committed to providing a safe and healthy working environment for its students, staff, faculty, and the general public.

To minimize the potential exposure to hazards and hazardous materials Endeavour requires its students, staff, and faculty to adhere to basic General Laboratory Safety Rules when in laboratories / preparation rooms.

General Laboratory Safety Rules

- Food, drink and related utensils shall not be brought into, stored in or consumed in a laboratory.
- No food or drink items are to be stored in laboratory refrigerators at ANY time.
- The application of make-up, lip balm, contact lens, etc is strictly prohibited in the laboratory.
- Smoking is prohibited in laboratories.
- Non-slip sole shoes shall be worn that provide full coverage of the feet. Heels can not be higher than 2cm.
- Suitable personal clothing shall be worn in laboratories (ie comfortable, allowing free movement).
- Laboratory coats and eye protection (safety glasses) shall be worn.
- Laboratory coats and gloves shall be removed before leaving the laboratory.
- Due to possible contamination whilst in the laboratory, laboratory coats are NOT to be worn outside the laboratory area under ANY circumstances.
- Gloves MUST be removed before touching any "unclean" equipment, ie telephone, computer, pens and paperwork that is or may be removed from the laboratory area.
- Hands must be washed with soap and water before leaving laboratories to reduce the risk of infection, ingestion of chemicals or irritation to eyes.
- Students and staff shall be familiar with the location and operation of safety and emergency equipment such as fire extinguishers, first aid kits, emergency eye wash stations, emergency showers, and emergency exits.
- When using hazardous substances or procedures that cause the release of hazardous substances (ie volatile, flammable, toxic fumes) to reduce the risk of exposure to self or colleagues, fume cupboards must be used in dealing with these substances.
- Unauthorized person(s) shall not be allowed in a laboratory.
- Authorised means having business in the laboratory with the permission of the supervisor.
- Laboratory shall remain locked when not in use.
- Staff must take responsibility for locking the laboratory when it is unoccupied, when leaving for the night, or at coffee/lunch breaks.
- No student shall be allowed in the laboratory without supervision.

The above are basic General Laboratory Safety Rules to safeguard the health of lecturers and students, and are a minimum requirement for persons working in laboratories at Endeavour.
3. Guidelines for Notifiable and Infectious Diseases & Infection Control and Management

Introduction

The purpose of this document is to provide guidelines for students, staff and clients of the Endeavour College of Natural Health on notifiable and infectious diseases, as well as infection control and management, within Endeavour and clinical environments.

Although once expected to be eliminated as a public health problem, infectious diseases continue to remain a leading cause of death worldwide. Also, emerging infectious diseases, e.g. SARS and the threat of bio-terrorism, contribute to an on-going threat to public health.

Traditionally, the natural medicine environment has been regarded as 'low-risk' in relation to infection control. However, students and practitioners need to understand the risks of infection that may occur between health professionals and their clients. These risks cannot be eliminated totally but it is essential to take all possible steps to minimise them. Additionally students and staff need to be aware of pro-active steps that constitute 'best practice' and should be taken in relation to infection prevention and control.

The need to review infection control guidelines arises due to changing patterns of health care, changes in professional roles and responsibilities, and changing perceptions of risk associated with various health care approaches.

Infectious diseases affect health practitioners and students both during their training and in their professional lives in three ways:

- practitioners may transfer infectious agents from client to client
- practitioners may become infected with infectious agents acquired from clients
- practitioners who are incubating, ill from or carrying infectious agents may infect clients or other health practitioners

The risk of the health practitioner or client developing infectious complications following a treatment process depends on both the nature of the procedure performed and on the adherence by the practitioner to infection control strategies, known as 'standard and additional precautions'.

The Endeavour College of Natural Health's policy on notifiable diseases and infection control is based on the following:

- National Health and Medical Research Council (NHMRC) guidelines
- Health Act (Old)
- Health Act (Vic)
- Health Act (WA) and
- other relevant Acts

The Endeavour College of Natural Health's policy on Notifiable/Infectious Diseases and Infection Control is:

- Endeavour is committed to ensuring that all potential health and safety hazards in relation to disease prevention and infection control are identified, assessed and controlled appropriately
- Endeavour recognises that its staff and students have a duty of care and a need to be informed of risks of potential infection relating to course activities at Endeavour
Students will be required to complete a declaration of their understanding of the policy and awareness of potential risks, in writing, to Endeavour prior to commencement of enrolment and annually, through to completion of their course.

Information provided by students in relation to their notifiable disease status cannot be used to exclude them from courses offered by Endeavour.

Students with a blood-borne virus may not be able to participate in exposure-prone procedures/activities.

Endeavour staff members are responsible for knowing Endeavour policies in relation to notifiable diseases and infection control and incorporating these policies into their practice as teachers and clinicians within Endeavour.

Clients of Endeavour clinics must be informed of any potential infection risk related to treatment modalities and activities. The informed consent form signed by clients must include this information; and

Only a person in charge of a pathology service, a registered medical practitioner or an environmental health officer is enabled or required to report a notifiable disease. However, Endeavour students and staff members are expected to be aware of notifiable diseases in groups A, B, C and D in Section 3 of the Health (Infectious Diseases) Regulations 2004 Act (Victoria), in Schedule 2 of Health Regulation 1996, revised September 2003, Part 1 - Notifiable Diseases (Queensland) or its equivalent in other states where Endeavour is located (see Appendix 1).

The processes required to implement this policy include the following:

- Notifiable disease and infection control guidelines are provided on the Endeavour web page, referred to in the Endeavour Policies and Procedures Handbook and Subject Outlines (SOs) where appropriate, included in the Clinic Handbook and made available in all Endeavour Clinics.
- Students are provided with information regarding immunisation choices by Endeavour.
- Students are expected to act responsibly and professionally, in relation to infection control. This means that they are strongly encouraged to disclose any information relating to their infectious/notifiable disease status to the Director of Education prior to enrolment and/or as soon as they become aware of it.
- Students with a positive result for infection with HIV, hepatitis B or hepatitis C should make an appointment with the Director of Education to discuss the consequences on a confidential basis.
- All students are taught infection control strategies, i.e. 'standard and additional precautions'. These include assessing risk posed by persons with particular infections and clinical syndromes, hand washing, aseptic techniques, disposal of sharps and clinical waste, use of single-use only equipment, aspects of sterilisation and disinfection of re-useable equipment, the use of personal protective equipment (gloves etc.) and the management of patients with particular infections and clinical syndromes. Exemplary performance of these precautions is a key professional skill and is assessed within courses taught at Endeavour; and
- Endeavour must provide information to clinic clients to ensure that they are aware of any potential health risks related to treatments/approaches.
Guidelines

General Considerations

The primary objective for all Endeavour College of Natural Health students and practitioners should be to provide continuous improvement in the quality of care offered to all clients. Effective infection control strategies, based on preventing transmission of infection between practitioners and clients, and between clients are fundamental to achieving this objective.

Spread of infection requires three elements:
- A source of infecting micro-organisms
- A susceptible host; and
- A means of transmission for the micro-organism.

Micro-organisms may be transmitted via contact (direct, indirect, droplet), another vehicle (air, water, food) or vectors (parasites, infected insects). They can then gain entry to the body via the airways, the digestive tract, the mucous membranes of the mouth/eyes or any break in the integrity of the skin.

Although environmental surfaces may play only a minor role in the transmission of infections, a regular cleaning and maintenance schedule for classrooms, laboratories, clinics and offices at the College is necessary to maintain a safe environment. Additionally, air conditioners need to be maintained and air filters changed regularly.

Basic infection control procedures include:
- Appropriate disposal of consumables
- Appropriate laundering of towels, gowns, etc.
- Regular cleaning of work areas and equipment; and
- Appropriate use of protective barriers including gloves, gowns, face paper etc.

Use detergent and warm water for routine cleaning and clean and dry surfaces before and after applying disinfectants. The use of disinfectants should never replace good cleaning practices.

It is the responsibility of students and staff/practitioners to observe and report any environmental risk factors promptly and to leave clinic and laboratory areas clean and ready for the next intended use.

Standard and Additional Precautions

The adoption of 'best practice' is a personal and professional responsibility for all health practitioners. The single, most important infection control procedure is the careful washing and drying of the hands before and after each client contact. Healthy intact skin provides an adequate barrier to infection (National Health and Medical Research Council 1996 p. 14) (Victorian Department of Human Services 1996). Health practitioners, including students, should check their hands for skin integrity every day. Any skin breaks should be covered with a waterproof dressing.

Hands should be washed with soap or with a detergent-based bactericidal skin cleanse if preferred, and running water, preferably controlled by a non-hand operated mechanism. Hands should be dried thoroughly and either single-use, disposable towels or automatically-activated hot air dryers are recommended (Terrett 1997).
If rapid skin disinfection is required and hand washing facilities are not readily accessible, a hand rub with an antimicrobial agent or waterless antiseptic agent, e.g. 0.5% chlorhexidine in an alcohol solution, may be used. A small volume is applied to the hands and rubbed to dryness.

Gloves should be worn when:
- Touching mucous membranes
- Handling body fluids particularly during cleaning
- Touching non-intact skin; and
- Practitioner has non-intact (broken) skin on hands.

Gloves are not necessary for contact with intact skin. Hands must be washed after the removal of gloves.

As an approach to infection control, these standard precautions are essential because:
- Infectious clients may not manifest any signs or symptoms of infection that would be detectable in the course of routine history and examination;
- Often, infectious status may be determined only by laboratory tests;
- Clients may be infectious before laboratory tests are positive, or signs of disease are manifest (window of infection/incubation); and
- Health practitioners and other clients may be placed at risk of cross-infection from those who are asymptomatic but infectious.

See Appendix 2: Standard and Additional Precautions.

Endeavour Students and Blood-borne Virus Infections

Certain blood-borne viruses, e.g. hepatitis B virus, hepatitis C virus, and human immunodeficiency virus (HIV) are of particular importance in health care settings.

Following infection with these viruses, individuals may carry virus in their blood and remain infectious for many years, even life-long. Many people, infected with these viruses, feel completely well and are unaware of their infection.

Health care workers (HCW) may be involved in the transmission of these viruses as detailed below:
- Transfer of blood-borne viruses from one patient to another is very rare in Australia. Breaches of infection control (such as inappropriate re-use of contaminated equipment) have caused this in the past.
- Australian HCW have been infected by blood-borne viruses on rare occasions. Good infection control practice reduces this risk. HCW who suffer an injury contaminated with the body fluids of a patient require immediate assessment of any risk of HIV, hepatitis B or hepatitis C infection. Treatment may be indicated to reduce the risk of infection; or
- Transmission of a blood-borne virus from an infected HCW to one or more patients is very rare. However, the risk of a blood-borne virus infected HCW causing serious harm to patients is an important public and professional concern. All potential students in the health care sciences must consider this issue personally both before embarking on their training and throughout their career (Faculty of Medicine, Dentistry and Health Sciences, University of Melbourne 2003 p. 3).

The risk of transmitting a blood-borne virus in the natural medicine clinical setting depends on several factors including the particular virus and the infectiousness of the infected person (the
concentration of virus in the blood), however the most important consideration is the procedure (treatment) being performed. An exposure-prone procedure is any situation where potentially there is a high risk of transmitting a blood-borne virus between a practitioner and a client, particularly those that pose a risk for direct contact between the skin (usually the finger or thumb) of the practitioner and needles or other sharps in poorly seen or confined body sites of the client.

In our society, the responsibility for minimising this risk to clients falls largely on health practitioners themselves. Should practitioners not meet required professional and societal standards, there is a potential for coercive laws regarding testing and clinical practice to follow. A health practitioner who has not minimised these risks may be judged by courts to have acted negligently in not protecting clients (The Committee of Deans of Australian Medical Schools (CDAMS) 2001).

Measures to protect clients and practitioners from infections in natural medicine clinical settings should be compatible with existing protection available to citizens under legislation and the common law. Also measures must consider student progression through their training as well as the overall training and expertise of health practitioners in addressing the risk of transmission of blood-borne viruses.

Within the range of courses offered by the College, only the acupuncture and beauty therapy courses currently involve skin penetration. Consequently these are the only courses that may require students to perform exposure-prone procedures. Students who are infected by a blood-borne virus need to discuss the issue on a confidential basis with the Director of Education and may not be able to participate in exposure-prone procedures.

It remains good professional practice to be aware of one's blood-borne virus status. This knowledge is relevant to one's personal health. It may be advantageous to document one's blood-borne virus status before entering settings that pose some low risk of occupationally-acquired infection. Accordingly, Endeavour students are encouraged to seek advice and/or testing for blood-borne viruses from the medical practitioner of their choice before commencing clinical activities.

In the course of routine clinical care, disclosure to clients of the blood-borne virus status of a student or practitioner is not recommended. In the absence of any clear exposure to blood or body substances, natural medicine clients are at an extremely low risk of acquiring blood-borne infections. Mandating the 'right' of a patient or client to be informed of the blood-borne virus status of a student or practitioner may mislead the public about the risk of transmission of blood-borne viruses in the clinical setting. Appropriate infection control practices will protect clients, students and practitioners. Further, there is no onus on the client to reveal their own infectious status.

Natural medicine students and practitioners should respond to questions about their own health by stating that infection control procedures are in place to protect both themselves and their clients. Also, they may state that neither students nor practitioners are excluded from courses, employment or functions they can perform safely under College policies.

Students must comply with the College policy on notifiable/infectious diseases and infection control and complete the Declaration Form (refer to Appendix 3) prior to commencement of enrolment and annually until completion of their course.
Risk Assessment and Infection Control

The natural medicine setting is a very low risk environment in relation to infectious diseases, however, the importance of infection control issues cannot be ignored. Endeavour clinics are situated in a variety of environments and settings that cross all boundaries of Australian communities and natural medicine treatment approaches. The nature of potential risks need to be assessed on a clinic by clinic basis. Disease prevalence varies according to population groups and regions. Also the risk to staff and clients will vary according to a number of other factors including the nature of treatment provided and the skills of practitioners and students.

Risk assessment requires analysis of the:
- Nature of the risk
- Frequency of exposure
- Nature and circumstance of exposure
- Workplace layout and style of practices
- Potential health effects
- Assessment of knowledge and training; and
- Adequacy of and need for control measures.

The control of risks requires that practitioners and students:
- Follow 'standard precautions' guidelines for infection control (See Appendix 2)
- Eliminate risks, whenever possible
- Use personal protective equipment appropriately; and
- Maintain current and up-to-date knowledge and skills and participate in appropriate education and training related to infection control.

Information on Informed Consent is included in Appendix 4.

Chemical Disinfection and Sterilisation

Good hygiene and cleaning are essential pre-requisites for all disinfection and sterilisation processes. Three processes - cleaning, disinfection and sterilisation - are used to achieve the prevention of infection.

Cleaning is a process which removes visible soiling and reduces the load of micro-organisms and biohazardous material on the surface of an object.

Disinfection is the process of destroying all micro-organisms except bacterial spores.

Sterilisation is a process intended to destroy or remove all forms of microbial life including bacterial spores (Terrett 1997).

Chemical disinfection acts by impairing the structure or metabolism of micro-organisms. Organic material which is not removed by cleaning prior to disinfection can bind and inactivate many disinfectants. If a disinfectant cannot reach and/or contact micro-organisms, it cannot be effective against them. It is impossible to say that the chance of a micro-organism surviving a sterilisation process is zero (Queensland Health 2003).

For medical equipment it is acceptable to achieve a sterility assurance level of 1/1 million chances of a single organism surviving the process. Achieving this level of sterility assurance is dependent on the reduction of bioburden which can be achieved only through thorough cleaning prior to the sterilisation procedure (Queensland Health 2003).
Disinfecting agents need to kill all forms of micro-organisms including gram positive and gram negative bacteria, mycobacteria, viruses, fungi and protozoa. Sterilisation is the appropriate chemical or physical procedure to be used for acupuncture if re-usable needles are used (Queensland Health 2003). NB: Endeavour uses single-use needles only.

Optimal sterilisation is achieved by autoclaving (steam sterilisation). Sterilisation equipment and processes must comply with the Australian Standards (AS 2192-1991, AS 2182-1994) and be operated according to AS 4187-1994 and Amendment No. 1.

From January 1996 chemical disinfectants were regulated under the Therapeutic Goods Act and approved as either a high, intermediate or low level disinfectant depending on the manufacturer's claim and in accordance with the Therapeutic Goods Order No. 54. This terminology, adopted by the Center for Disease Control (CDC) and used widely, describes disinfectants in terms of their activity as set out below:

- High-level disinfectants are chemical sterilants which, when used for a shorter exposure period than would be required for sterilization, kill all micro-organisms with the exception of high numbers of bacterial spores
- Intermediate-level disinfectants may kill mycobacteria, vegetative bacteria, most viruses and most fungi but do not necessarily kill bacterial spores; and
- Low-level disinfectants may kill most vegetative bacteria, some fungi and some viruses (Queensland Health 2003).

In 1968 Earle Spaulding devised a rational approach to disinfection and sterilisation (Queensland Health 2003). This approach is referred to as Spaulding's classification and has been refined and retained over time because it is clear and logical. Spaulding believed that instruments and equipment should be cleaned and re-processed according to the level of risk associated with their intended use.

Spaulding described three categories of risk - critical, semi-critical and non-critical - according to identified criteria.

**Spaulding's Classification**

<table>
<thead>
<tr>
<th>Level of risk</th>
<th>Application</th>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>Entry or penetration into sterile tissue, cavity or bloodstream</td>
<td>Sterility required</td>
</tr>
<tr>
<td>Semi-critical</td>
<td>Contact with intact non-sterile mucosa or non-intact skin</td>
<td>Sterilisation preferred where possible. If sterilization not possible, then high-level chemical disinfection required.</td>
</tr>
<tr>
<td>Non-critical</td>
<td>Contact with intact skin</td>
<td>Clean with detergent and water as necessary.</td>
</tr>
</tbody>
</table>

(Queensland Health 2003)

Refer also to Infection Control in the Healthcare Setting, Part 1, Chapter 7, Disinfectants and Sterilants.

**Single-Use Equipment**

As skin penetration is a requirement for a number of therapies and treatment modalities provided by the Endeavour College of Natural Health (e.g. acupuncture, electrolysis), single-use needles are mandated for use in Endeavour clinics. Single-use needles minimise the risk of cross-infection, as they are discarded after use on a single client.
Disposal of needles should take place at the point of use into a rigid walled container (sharps container) by the person who has used it. Sharps containers are located as closely as possible to the area where sharps are being used. Specifications for sharps containers are contained in Australian Standards (AS 4031 and AS/NZS 4261).

Single-use, sterile, disposable equipment must be used to penetrate tissue. Sterile items, marked by the manufacturer for single-use, must never be re-used on any client because of the difficulties in cleaning and sterilising them.

Legal and Ethical Issues

There is a fundamental moral obligation on all persons to avoid causing harm to others. This is reflected in common law which imposes a duty of care to avoid injury to others in a sufficiently proximate relationship. The law specifies the standard of care will vary according to the seriousness of the risk and the likelihood of the injury.

In the context of these guidelines, civil liability for damages to a health practitioner, student or client may arise where care of a sufficiently high standard has not been taken to prevent transmission of infection. According to law if a person, whether a health care worker or a patient (client), infects another person negligently and causes serious illness, he or she can be charged with an offence of causing grievous bodily harm by negligent act. Liability would depend on the conduct amounting to criminal negligence as opposed to civil negligence.

As an employer and an institution of tertiary education, Endeavour has a responsibility to provide a safe working and learning environment for staff and students. Additionally, staff and students have a responsibility to comply with safety standards and procedures set by Endeavour and should ensure that their work practices do not jeopardize the health and safety of themselves or any other person. It is the responsibility of Endeavour and its staff to agree on infection control policies and implement them accordingly.

Clients' rights must be considered when applying infection control standards. Potentially infectious clients should be informed adequately about the risks of transmission of their infections to others, and their cooperation with infection control measures established by Endeavour should be encouraged. Standard precautions benefit clients as well as practitioners and students in that their implementation will minimise the risk of cross infection.

The principle of informed consent should govern all infectious diseases policies and programs. After appropriate education and individual counselling, students should be required to sign a statement indicating that they have read and agree to comply with the school's infectious diseases policy at the time of enrolment. Students must understand their responsibilities to protect themselves as individuals, as well as their responsibilities to protect patients/clients from the hazards of blood-borne and other infectious diseases (CDAMS 2001). Endeavour students will be required to sign such a declaration.

The implementation of these guidelines will be maximised by ensuring that students are well informed about their responsibilities and immunisation choices and well supported in the choices they make. Students have the choice to opt out of the immunisation recommendations on medical or conscientious grounds. Recommendations for an immunisation program, including vaccinations and related tests for specific infectious diseases are discussed in the subject 'Community Education and Public Health'. 
In 2001, the Queensland government enacted legislation that requires all health care workers employed by Queensland Health, and health care students participating in clinical placements and/or work experience within Queensland Health, to be immunised against Hepatitis B and to provide proof of such immunisation prior to commencing employment or clinical placement within Queensland Health (Queensland Government 2001). Should Endeavour students ever be placed in a training environment within Queensland Health, they will be required to comply with this policy. Consequently, Endeavour will inform students of this requirement before placing them in a training environment within Queensland Health. Students may choose not to be immunised and, in such a case, Endeavour will place the student in a training environment outside Queensland Health.

References


Faculty of Medicine, Dentistry and Health Sciences 2009 Medical, dental and physiotherapy students and infectious diseases, The University of Melbourne, viewed 05 October 2010, <http://www.medicine.unimelb.edu.au/docs/InfectiousDiseasesPolicy.pdf>


Appendices

Appendix 1: Notifiable Diseases


<table>
<thead>
<tr>
<th>Group A</th>
<th>Group B</th>
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</thead>
<tbody>
<tr>
<td>Anthrax</td>
<td>Arbovirus infections - Ross River virus</td>
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<tr>
<td>Arbovirus infections - Japanese encephalitis virus</td>
<td>Arbovirus infections - Barmah Forest virus</td>
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<tr>
<td>Australian arbo-encephalitis - Murray Valley encephalitis virus</td>
<td>Arbovirus infections - Dengue virus</td>
</tr>
<tr>
<td>Botulism</td>
<td>Arbovirus - Kunjin virus</td>
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<tr>
<td>Cholera</td>
<td>Arbovirus infections - other arbovirus infections</td>
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<td>Diphtheria</td>
<td>Brucellosis</td>
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<tr>
<td>Food-borne &amp; water-borne illness (2 or more related cases)</td>
<td>Campylobacter infection</td>
</tr>
<tr>
<td>Haemolytic Uraemic Syndrome (HUS)</td>
<td>Cryptosporidiosis</td>
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<td>Legionellosis</td>
<td>Giardiasis</td>
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<td>Measles</td>
<td>Hepatitis A Hepatitis B</td>
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<tr>
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<td>Hepatitis C</td>
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<td>Meningococcal infection (meningitis or meningococcaemias)</td>
<td>Hepatitis D</td>
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<td>Poliomyelitis</td>
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<td>Plague</td>
<td>Hepatitis viral (not further specified)</td>
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<tr>
<td>Rabies</td>
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<td>Typhoid &amp; paratyphoid fevers</td>
<td>Leprosy</td>
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<td>Viral haemorrhagic fevers</td>
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<td>Yellow fever</td>
<td>Listeriosis</td>
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<td>Rubella (including congenital Rubella)</td>
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<td>Salmonellosis</td>
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<td>Shigellosis</td>
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<td>Group C</td>
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<td>Acquired Immunodeficiency Syndrome (AIDS)</td>
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<td>Donovanosis</td>
<td>Human Immunodeficiency Virus (HIV) infection</td>
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<td>Gonococcal infection</td>
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<tr>
<td>Syphilis/congenital syphilis</td>
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### Schedule 2 Health Regulation 1996 Queensland Government

#### Part 1 — Notifiable Diseases

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<td>Adverse event following vaccination</td>
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<td>- Barmah Forest</td>
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<td>- Ross River</td>
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<td>- Kunjin</td>
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<td>- Murray Valley encephalitis</td>
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<td>- Stratford</td>
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<td>- yellow fever</td>
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<td>- other unspecified flaviruses</td>
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<td>- any other arbovirus infection demonstrated to cause human disease</td>
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<td>Atypical mycobacterial infection</td>
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<td>Ciguatera</td>
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<td>Diphtheria</td>
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<td>Donovonosis (granuloma inguinale)</td>
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<td>Echinococcosis (hydatid disease)</td>
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<td>Gonococcal infection (genital)</td>
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<td>Haemolytic uraemic syndrome (HUS)</td>
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<td>Haemophilus influenzae type b infection (invasive only)</td>
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<td>Hepatitis C</td>
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<td>Hepatitis D</td>
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<td>Hepatitis E</td>
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<td>Hepatitis (other)</td>
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<td>Lead exposure</td>
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<td>Leprosy (Hansen’s disease)</td>
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<td>Listeriosis</td>
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<td>Lyssavirus (Australian bat virus)</td>
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<td>Lyssavirus (rabies)</td>
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<td>Lyssavirus (other)</td>
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<td>Malaria</td>
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<td>Meningococcal infection (invasive)</td>
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<td>Mumps</td>
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<td>Q fever</td>
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<td>Rabies (refer to lyssavirus)</td>
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<td>Rubella, including congenital rubella</td>
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<td>Salmonellosis</td>
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<td>Shig-like toxin producing E. coli VTEC/SLTEC</td>
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<td>Shigellosis</td>
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<td>Syphilis, including congenital syphilis</td>
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<td>Tetanus</td>
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<td>Tuberculosis</td>
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<td>Typhoid</td>
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<td>Yellow fever (refer to arbovirus infections)</td>
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#### Part 2 — Controlled Notifiable Diseases
Appendix 2: Standard and Additional Precautions

Universal blood and body fluid precautions ('Universal Precautions') were originally devised by the US Centers for Disease Control and Prevention (CDC) in 1985, largely due to the HIV/AIDS epidemic and an urgent need for strategies to protect hospital personnel from blood borne infections.

Due to confusion in the use of the term 'Universal Precautions', the Infection Control Working Party of the NH&MRC has recommended the adoption of the term 'Standard Precautions' as the basic risk minimisation strategy with 'Additional Precautions' where Standard Precautions may be insufficient to prevent transmission of infection, particularly via the air borne route. This change in terminology is in line with changes in terminology adopted by CDC.

Standard Precautions are work practices required for the basic level of infection control. They include good hygiene practices particularly washing and drying hands before and after patient contact, the use of protective barriers which may include gloves, gowns, plastic aprons, masks, eye shields or goggles, appropriate handling and disposal of sharps and other contaminated or infectious waste, and use of aseptic techniques.

Standard Precautions apply to all patients regardless of their diagnosis or presumed infection status and in the handling of:

- Blood
- All other body fluids, secretions and excretions (except sweat), regardless of whether they contain visible blood
- Non-intact skin
- Mucous membranes; and
- Standard Precautions also apply to dried blood and other dried body substances including saliva.

Additional Precautions are used for patients known or suspected to be infected or colonised with epidemiologically important or highly transmissible pathogens that can cause infection:

- By air borne transmission (for example, Mycobacterium tuberculosis, measles virus, chickenpox virus); or
By droplet transmission (for example mumps, rubella, pertussis, influenza); or
By direct or indirect contact with dry skin (for example colonisation with MRSA) or with contaminated surfaces; or
By any combination of these routes.

Additional Precautions are designed to be able to interrupt transmission of infection by these routes and should be used in addition to Standard Precautions when transmission of infection might not be contained by using Standard Precautions alone. Additional Precautions may be specific to the situation for which they are required or may be combined where microorganisms have multiple routes of transmission.

Handwashing
- Wash hands after touching blood, body fluids, secretions, excretions and contaminated items regardless of whether gloves are worn or not.
- Wash hands immediately after gloves are removed, between patient contacts and when otherwise indicated to avoid transfer of micro-organisms to other patients or environments.
- An antimicrobial agent or waterless antiseptic agent may be used in an outbreak.

Gloves
- Wear gloves (clean non sterile gloves are adequate) when touching blood, body fluids, secretions, excretions and contaminated items; put on clean gloves just before touching mucous membrane and non-intact skin.
- Change gloves between tasks and procedures on the same patients after contact with material that may contain a high concentration of micro-organisms.
- Remove gloves promptly after use, before touching non-contaminated items and environmental surfaces and before going to another patient and wash hands immediately to avoid transfer of micro-organisms to other patients or environments.

Gowns
- Wear a gown (a clean non-sterile gown is adequate) to protect skin and prevent soiling of clothing during procedures and patient-care activities that are likely to generate splashing or sprays of blood, body fluids, secretions, or excretions or cause soiling of clothing.
- Select a gown that is appropriate for the activity and the amount of fluid likely to be encountered.
- Remove a soiled gown as promptly as possible and wash hands to avoid transfer of microorganisms to other patients and environments.

Masks, Eye Protection, Faceshields
- Wear a mask and eye protection or a faceshield to protect mucous membranes of the eyes, nose and mouth during procedures and patient-care activities that are likely to generate splashes or sprays of blood, body fluids, secretions and excretions.

Environmental Control
- Ensure that the health care establishment has adequate procedures for the routine care, cleaning and disinfection of environmental surfaces, beds, bedrails, bedside equipment, and other frequently touched surfaces and that these procedures are being followed.
Appendix 3: Infection Control Policy Compliance Declaration Form

Introduction

This document outlines the Endeavour College of Natural Health's policy on infectious diseases and infection control as they relate to students of the College and provides opportunities for students to indicate compliance with the policy.

Policy Statements

- Students have a responsibility to 'first do no harm'.
- Students must learn and practice standard and additional infection control precautions as part of their enrolment in their course.
- Students have a responsibility to ensure that they are protected from infection by practicing standard infection control precautions. Additionally they may choose to seek further protection from infection either through immunisation or homoeoprophylaxis.
- Students have a responsibility to take measures to prevent transmission of acute infectious diseases from themselves to others particularly by practicing standard infection control precautions.
- Students need to consider their responsibility for knowing their infectious status for HIV, hepatitis B and hepatitis C.
- Students who are chronically infected with a blood-borne virus are encouraged to consult a local specialist medical practitioner, experienced in the particular blood-borne virus infection, to assess their medical condition and determine any limitations to clinical activities they may perform within accepted professional standards. The student and/or their medical practitioner may seek confidential advice from the relevant professional board or government department.
- Students with HIV infection, confirmed by a State Reference Laboratory, may not be able to perform exposure-prone procedures. HIV-infected students should seek the advice of an appropriate local specialist medical practitioner and make an appointment to discuss the issues with the Director of Education on a confidential basis.
- Students with chronic hepatitis B infection (manifest as circulating hepatitis B surface antigen) require further medical assessment and advice and may not be able to perform exposure-prone procedures. An appropriate local specialist medical practitioner must
assess the level of infectiousness of hepatitis B carriers. In conjunction with the student, the local medical practitioner may seek the confidential advice of the relevant professional board.

- Students with a positive test for antibody to hepatitis C may not be able to perform exposure-prone procedures. Usually, hepatitis C infection is chronic, with persistent or intermittent excretion of virus in the blood. Students infected with hepatitis C should seek the advice of an appropriate local specialist medical practitioner, as should students with 'indeterminant' hepatitis C serology results.

- Students will provide Endeavour with a signed declaration that they have
  - received, read and understood the policy,
  - agree to comply with the policy requirements set out in the declaration,
  - been tested/not been tested for chronic infection with HIV, hepatitis B and hepatitis C,
  - if found to be infected with a blood-borne virus, obtained advice from an appropriate specialist medical practitioner and advised the Director of Education on a confidential basis and
  - understood the importance of on-going periodic testing.

**Statement of Compliance**

| Statement of compliance | • I have received, read and understood the policy,  
| | • I agree to comply with the policy requirements set out in the declaration,  
| | • I have/have not been tested for chronic infection with hepatitis B, hepatitis C and HIV  
| | • If found to be infected with a blood-borne virus, I will obtain advice from an appropriate specialist medical practitioner and advise the Director of Education, on a confidential basis, and  
| | • I understand the importance of on-going periodic testing. |

**Student name**

**Student number**

**Signature**

**Date**
Appendix 4: Informed Consent Policy

It is recommended that the following statements be added to the declarations signed by patients on any new patient/patient history form used in the Endeavour College of Natural Health clinics.

Endeavour College of Natural Health clinics are places where people gather, sometimes in close proximity. Traditionally, the natural medicine environment has been regarded as low-risk in relation to infection control, however, there may be risks of infection that occur between natural health professionals and their clients. These risks cannot be eliminated totally because it is possible that people who are incubating, ill from or carrying infectious agents may attend the College clinics without knowing their infectious status.

The risk of the health practitioner or client developing infectious complications following a treatment process depends on both the nature of the procedure performed and on the adherence by the practitioner to infection control strategies, known as 'standard and additional precautions'. These infection control strategies are in place to protect both clients and practitioners and include the following:

- Assessing the risk posed by persons with particular infections and clinical syndromes
- Handwashing
- Aseptic technique
- Appropriate disposal of sharps and clinical waste
- Use of single-use only equipment where appropriate
- Sterilisation and disinfection of re-useable equipment where required; and
- Use of personal protective equipment (gloves, gowns etc) where appropriate.

Appendix 5: Glossary

Blood and body substance precautions
See Appendix 2.

Carrier
A person or animal that harbours a specific infectious agent in the absence of clinical disease and serves as a potential source of infection.

Communicable disease
A disease capable of being transmitted from an infected person or species to a susceptible host, either directly or indirectly.

Contact
A person or animal that has associated with an infected person or animal that might provide an opportunity to acquire the infection.

Disinfection
Killing of infectious agents outside the body by direct exposure to chemical or physical agents. High level disinfection refers to the inactivation of all microorganisms except some bacterial spores.
Concurrent disinfection
Immediate disinfection and disposal of discharges and infective matter all through the course of a disease.

Drainage/secretion precautions
Precautions used to prevent infections transmitted by direct or indirect contact with purulent material or drainage from an infected body site.

Endemic
The constant presence of a disease or infectious agent within a given geographic area.

Epidemic
The occurrence of a number of cases of a disease (or condition) in excess of a number expected in a given time and place. In some instances a single case will constitute such an unusual occurrence.

Fomes (plural fomites)
An object such as a book, wooden object, or an article of clothing that is not harmful in itself, but is able to harbour pathogenic microorganisms and thus may serve as an agent of transmission of an infection

Immunity
The protection against infectious disease generated by immunisation, previous infection or by other nonimmunologic factors.

Inapparent infection
The presence of infection in a host without recognisable clinical signs or symptoms.

Incubation period
The time interval between initial contact with an infectious agent and the appearance of clinical signs and symptoms.

Infection
Invasion and multiplication of microorganisms in body tissues.

Infectious agent
An organism that is capable of producing infection or infectious disease.

Infestation
The lodgement, development and reproduction of arthropods on the surface of the body of persons or animals or in clothing.

Isolation
Represents separation for the period of communicability, of infected persons or animals from others in such places and under such conditions as to prevent or limit the direct or indirect transmission of the infectious agent. Categories of isolation include:

- **Strict isolation**: for highly contagious infections spread by air and contact.
- **Contact isolation**: for diseases spread primarily by close or direct contact.
- **Respiratory isolation**: to prevent transmission over short distances through the air.

Drainage/secretion precautions are defined elsewhere in this appendix. For blood and body substance precautions, see Appendix 2.

Nosocomial infection
Hospital-acquired infection.
Notification
The process of reporting a notifiable infectious disease.

Outbreak
See epidemic.

Period of communicability
The time during which an infectious agent may be transferred directly or indirectly from an infected person or animal to a susceptible host.

Personal hygiene
The protective measures within the responsibility of the individual that limit the spread of infectious diseases.

Quarantine
The restriction of freedom of movement of apparently healthy individuals who have been exposed to infectious disease.

Reservoir of infectious agents
Any person, animal, or substance in which an infectious agent normally lives and multiplies in such a manner that it can be transmitted to a susceptible host.

Resistance
The natural ability of an organism to resist micro-organisms or toxins produced in disease.

School exclusion
Exclusion from school under Health (Infectious Diseases) Regulations 1990.

Source of infection
The person, animal or substance from which an infectious agent passes to a host.

Surveillance
Personal surveillance is the practice of close medical or other supervision of contacts to permit prompt recognition of infection or illness but without restricting the movements of the individual.

Susceptibility
Lack of resistance to a particular pathogenic agent.

Transmission
In terms of infection, it relates to any mechanism by which an infectious agent is spread from a source or reservoir to a person. This may be direct, indirect (that is, vehicle-borne, vector-borne, or airborne).

Standard Precautions
See Appendix 2.

Vector
A carrier, especially the animal (usually an arthropod) that transfers an infective agent from one host to another.

Zoonosis
A disease of animals that may be transmitted to humans under natural conditions.
**Source material:**


**Abbreviations**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
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<tr>
<td>ADT</td>
<td>adult diphtheria tetanus vaccine</td>
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<td>ALT</td>
<td>alanine aminotransferase</td>
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<tr>
<td>anti-HBc</td>
<td>hepatitis B core antibody</td>
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<td>anti HBs</td>
<td>hepatitis B surface antibody</td>
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<td>CDT</td>
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<td>CF/CFT</td>
<td>complement fixation test</td>
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<td>CNS</td>
<td>central nervous system</td>
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<td>CSF</td>
<td>cerebrospinal fluid</td>
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<td>CT Scan</td>
<td>computerised tomography</td>
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<td>DFA</td>
<td>direct fluorescent antibody</td>
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<td>DTP</td>
<td>diphtheria tetanus pertussis vaccine</td>
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<td>EBV</td>
<td>Epstein-Barr virus</td>
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<td>EIA</td>
<td>enzyme immunoassay</td>
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<td>ELISA</td>
<td>enzyme-linked immunosorbent assay</td>
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<td>EM</td>
<td>electron microscopy</td>
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<tr>
<td>FA</td>
<td>direct fluorescent or immunofluorescent antibody test</td>
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<td>HAI</td>
<td>haemagglutination inhibition test</td>
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<td>HAV</td>
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<td>HBIG</td>
<td>hepatitis B immune globulin</td>
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<td>hepatitis B e antigen</td>
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<td>Haemophilus influenzae type b</td>
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<td>IFA</td>
<td>indirect immunofluorescent antibody test</td>
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<td>immune globulin</td>
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<td>indirect haemagglutination</td>
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<td>MDU</td>
<td>Microbiological Diagnostic Unit</td>
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<td>MIF</td>
<td>micro immunofluorescent test</td>
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<td>measles-mumps-rubella vaccine</td>
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<td>NH&amp;MRC</td>
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<td>PCR</td>
<td>polymerase chain reaction</td>
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<td>Victorian Infectious Diseases Reference Laboratory</td>
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<td>WHO</td>
<td>World Health Organisation</td>
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Source material:


Disclaimer

These guidelines have been prepared, based on current information, as contained in the source material listed in the references.

Health practitioners, students and staff of the Endeavour College of Natural Health are responsible for maintaining currency of knowledge and skills as changes occur. All advice is given and recommendations are made by Endeavour in good faith.
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