This Student Handbook contains information that is current at the date of publication. Changes in legislation, regulations or College circumstances after this date may impact on the accuracy or currency of the information included.

Endeavour College of Natural Health takes all care to ensure that the information contained in this handbook is accurate, but reserves the right to vary any information described in this publication without notice.

The Student Handbook has been prepared as a resource for studying at the Endeavour College of Natural Health at its various Campuses and online. It is not designed to be definitive or complete on all topics, and should be used (as appropriate) in conjunction with the following:

- International Student Handbook
- Student Clinic Handbook
- Guidelines for Infection Control
- Guidelines for Client Recordkeeping
- Student Learning Guide
- Policy and Procedure Bank

This Handbook is for all enrolled students who have joined the Endeavour College of Natural Health community in their journey of education in natural health through the courses the College is registered to deliver.

Information on courses offered by Endeavour College is provided within this Handbook and should be read prior to enrolling in a course.

All Endeavour College Students need to read, understand and follow the policies and procedures of all Endeavour College Handbooks.

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DISCOVER THE FUTURE OF WELLBEING

Welcome from the Director of Education

Dear Student,

Thank you for choosing to study with the Endeavour College of Natural Health. You have joined the largest private natural health College in the Southern Hemisphere. Endeavour College offers fully accredited, high quality higher education and vocational education programs across Australia. We hope you will find your time at the College engaging and rewarding.

The aim of Endeavour College is to equip you with the knowledge, skills and confidence you need to enter the workforce as a competent and knowledgeable practitioner, an employee of the ever-growing natural health industry, or indeed, to proceed to undertake further studies in tertiary education. We hope that the course you are enrolling in will expose you to a variety of experiences and provide you with many opportunities for your growth, not only intellectually, but also spiritually and as a whole person. You will find that your course is up-to-date, recognised by the relevant professional bodies and registration authorities and will provide a mix of theory, practical and clinical learning experiences.

As a student of Endeavour College, you have certain rights and responsibilities, most of which are outlined in this handbook and are also supplemented by the full policy bank that you have access to. Please feel free to approach academics or student support staff as well, should you have any further queries regarding these topics.

How you utilise your time at the Endeavour College of Natural Health depends largely on your personal motivation and dedication to achieving your aspirations. We are committed to providing you with a learning environment that helps you achieve your educational goals.

I wish you a pleasant and productive time while you are a student of Endeavour College and give you my best wishes for a successful graduation.

Dr Nicholas J. Vardaxis
Director of Education
The Endeavour College of Natural Health, formerly the Australian College of Natural Medicine, was established in 1975. From our humble beginnings with just 16 students, today we are the largest Natural Health College in the Southern Hemisphere with six vibrant campuses in Brisbane, Gold Coast, Melbourne, Perth, Sydney and Adelaide.

We are committed to the growth and prominence of Natural Health both in Australia and internationally.

By providing the highest standard of education and the most contemporary curriculum Endeavour College of Natural Health is now Australia’s preeminent provider of education to the Natural Health sector.

Our Certificate, Diploma and Advanced Diploma courses exceed industry requirements and have been further expanded and developed to ensure graduates are job ready. Endeavour College of Natural Health offers six Bachelor of Health Science Degree programs in the modalities of 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.

Endeavour College of Natural Health is part of Endeavour Learning Group. which includes Fitnation, Fitness Institute of Australia, the College of Natural Beauty and Bay of Plenty College of Homeopathy are also part of the Endeavour Learning Group. The complementary education providers work together to create unique opportunities for students and alumni throughout the natural health and wellness industry.

“Health is a state of complete physical, mental and social well-being, and not merely the absence of disease or infirmity.” - World Health Organization, 1948
VISION

To promote and advance the philosophy and practice of Natural Medicine by producing high-quality graduates who will become leaders in their fields of practice.

To be the pre-eminent provider of education to the Natural Medicine sector in Australia and New Zealand.

To be known for the quality of our teaching and the competence of our graduates.

To ensure that the philosophy of Natural Medicine is preserved and integrated into health systems across the world.

To be recognised as the centre of excellence for Natural Medicine.

VALUES

The holistic approach
Seeing each person and 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, fostering the enquiring mind and flexibility in our approach.

Life long learning
The ongoing pursuit of knowledge and skills.

Communication
Communicating 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.
# HISTORICAL TIMELINE

## Endeavour College of Natural Health Historical Timeline

Endeavour College upholds the philosophy of natural medicine, preserving and promoting Natural Medicine nationally and internationally by producing graduates of the highest quality.

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1975</td>
<td>Founded in Brisbane by Peter Sherwood and Chien Thinh as Acupuncture Colleges Australia</td>
</tr>
<tr>
<td>1982</td>
<td>Expanded to include Australian College of Natural Therapies and registered to enrol overseas students</td>
</tr>
<tr>
<td>1984</td>
<td>Expanded to include College of Classical Homeopathy</td>
</tr>
<tr>
<td>1988</td>
<td>Water Street property purchased in Queensland Australian College of Natural Medicine name registered to bring all fields of study under the one name and one roof</td>
</tr>
<tr>
<td>1989</td>
<td>Approved as a Registered Training Organisation</td>
</tr>
<tr>
<td>1992</td>
<td>College of Natural Beauty commenced operations in Brisbane</td>
</tr>
<tr>
<td>1993</td>
<td>Austudy/Abstudy approved; Commencement of electronic student records with introduction of Fairfield database</td>
</tr>
<tr>
<td>1995</td>
<td>Opened Melbourne Campus as Melbourne College of Natural Medicine</td>
</tr>
<tr>
<td>1997</td>
<td>Australian College of Natural Medicine Pty Ltd trading as Australian College of Natural Medicine, Melbourne College of Natural Medicine and College of Natural Beauty</td>
</tr>
<tr>
<td>1998</td>
<td>Commenced delivery of three accredited Bachelor of Health Science degrees: - Naturopathy - Acupuncture - Homeopathy</td>
</tr>
<tr>
<td>1999</td>
<td>Commenced External delivery</td>
</tr>
<tr>
<td>2000</td>
<td>Commenced delivery at Southport – Gold Coast</td>
</tr>
<tr>
<td>2003</td>
<td>Commenced delivery at Perth Campus Accreditation Bachelor of Health Science: - Nutritional Medicine - Western Herbal Medicine - Musculoskeletal Therapy</td>
</tr>
<tr>
<td>2004</td>
<td>National Identity Australian College of Natural Medicine and new national logo introduced in all campuses</td>
</tr>
<tr>
<td>2006</td>
<td>EEL-Help approved for Bachelor Degrees</td>
</tr>
<tr>
<td>2007</td>
<td>ACNH/Amicur/Endeavour Learning Group Gold Coast Campus relocates to new premises in Straight Street, Southport College of Natural Beauty commenced operation at the Gold Coast campus</td>
</tr>
<tr>
<td>2008</td>
<td>ACNH was renamed to Endeavour College of Natural Health – officially announced on HMB Endeavour Expanded to include Australian College of Holmoean Homeopathy, Fraser Personal Fitness Training, Sydney College of Homeopathy, Bey of Plenty College of Homeopathy</td>
</tr>
<tr>
<td>2009</td>
<td>South Australian Health Education Centre (SAHEC) opened as Adelaide Campus</td>
</tr>
<tr>
<td>2010</td>
<td>Expanded to include Fitness Institute of Australia Successfully went through an AUSA Audit</td>
</tr>
</tbody>
</table>

Endeavour College of Natural Health is one of the largest natural medicine education providers in the world.

[www.endeavour.edu.au](http://www.endeavour.edu.au)
TRAINING SERVICES AND LEGISLATION

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Endeavour College as a registered Training Organisation (RTO) is required to adhere to the Australian Quality Training Framework (AQTF) which is a comprehensive government policy framework defining standards of training and education in Australia.

The Australian Qualifications Framework (AQF) and AQTF and all subsequent updates consist of guidelines, which define each qualification, together with principles and protocols covering articulation, issuance of a qualification and transition arrangements. As an RTO, Endeavour College adheres to the requirements of the AQF, AQTF and related legislation for relevant states (Queensland, New South Wales, Victoria, South Australia and Western Australia) including, but not limited to:

- Anti-discrimination Act - relevant states
- Copyright Act – Commonwealth
- Disability Discrimination Acts - relevant states
- Disability Services Acts – relevant states
- Disability Services Regulations - relevant states
- Education Services for Overseas Students Act (ESOS)
- Equal Opportunity Acts - relevant states
- Equal Opportunity Regulations - relevant states
- Equal Opportunity for Women in the Workplace - relevant states
- Freedom of Information Act - relevant states
- Freedom of Information Regulations - relevant states
- Human Right and Equal Opportunity Commission Act
- Occupational Health and Safety Act – Commonwealth
- Occupational Health and Safety Regulations - relevant states
- Occupational Health and Safety Act - relevant states
- Privacy Act – Commonwealth
- Racial Discrimination Act - relevant states
- Vocational Education, Training and Employment Regulations - relevant states
- Vocational Education, Training and Employment Act - relevant states
- Workplace Relations Act - relevant states
- Workplace Relations Amendment (Work Choices) Act

Endeavour will meet all legislative requirements of State and Federal Governments and 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 local students are registered on relevant State or National registers and meet with all requirements of registration;
• 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.

In order to comply with regulatory requirements, the College must make available to all students their legislative obligations. These include:

**Anti-Discrimination Acts**

This Act/s applies to students in prohibiting harassment, victimisation, bullying, racial vilification and disability discrimination by and against students. Students are to be advised that victims of the preceding may pursue legal remedy and that perpetrators of the preceding may be subject to criminal and civil action.

**Disability Discrimination Acts**

This Act/s applies to students and staff in prohibiting discrimination to any person. It is unlawful for a person to discriminate against another person on the ground of the other person’s disability or a disability.

**Education Services for Overseas Students Act  (ESOS Act)**

This Act applies to students in that it mandates certain policies, procedures and actions by the College. For example, the Act requires the College to report those students who have not met student visa conditions relating to attendance and academic performance to Department of Immigration and Citizenship (DIAC).

Students are to be advised that such policies and procedures are not subject to the discretion of the College and are required by law.

**Migration Act 1958**

Section 137J of this Act applies to students in that it allows the Department of Immigration to automatically cancel a student visa 28 days after a notice is sent to the student under Section 20 of the ESOS Act if the student has not visited DIAC.

Students are to be advised that they must visit DIAC within 28 days of a Section 20 notice if they wish to remain on their student visa.
**Occupational Health and Safety Acts**

This Act/s applies to students in that it mandates certain policies, procedures and actions by the College. For example, the Act requires the College to ensure that students are adequately protectively clothed while on campus. Students that enter the College barefooted, in thongs, will be asked to leave, as such footwear does not adequately protect the student.

Students are to be advised that such policies and procedures are not subject to the discretion of the College and are required by law.

**Vocational Education and Training Acts**

This Act/s applies to students in that it mandates certain policies, procedures and actions by the College. For example, the Act requires in certain circumstances that the College provide certain government bodies with information the College has regarding a student.

Students are to be advised that such policies and procedures are not subject to the discretion of the College and are required by law.

**Privacy Acts**

This Act/s requires the College to follow the ten national privacy principles in the handling of personal information of students / employees and other confidential information obtained.

1. Collection - We will collect only the information necessary and individuals will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information the College collects uses or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information the College holds from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how the College manages personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. Information errors described by individuals will be corrected and updated where appropriate.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where necessary to carry out their functions efficiently.
8. Anonymity - Wherever possible, the organisation will provide the opportunity for individuals to interact with them without identifying themselves.
9. Transborder Data Flows - The individual's privacy protection applies to the transfer of personal information out of Australia.

10. Sensitive Information – We will seek the consent of an individual when collecting sensitive information about the individual such as health information, or information about the individual’s racial or ethnic background, or criminal record.

**Disability Discrimination Acts**

This Act/s applies to the College and the Students in regard to working with differently abled people whether they are students, trainers/assessors or staff. The College acts to:

- prohibit discrimination, including indirect discrimination and harassment, on the basis of disability
- enable complaints to be lodged by or on behalf of a person who believes there has been discrimination on the basis of having a disability or of being an associate of a person with a disability

All relevant Acts and legislation are available electronically or enquire at Student Services for details.

“Get over the idea that only children should spend their time in study. Be a student so long as you still have something to learn, and this will mean all your life.” - Henry L. Doherty
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
- publish the expiry date and final teach-out date in the regular newsletters and on the student website;
- on the expiration of a course, 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;
- and at the start of the academic year immediately prior to the final teach-out date, 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 opportunities to complete the qualification before the final teach-out date.

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 avoiding vague and ambiguous statements in compliance with government regulations and in accordance with Endeavour’s high standards of presentation and design;
- In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product;
- 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.

Under the AQTF Conditions of Registration Accuracy and Integrity of Marketing Endeavour College will ensure that:

- Advertisements are clear, accurate and not misleading;
- The organisation only advertises recognised training for those qualifications/courses it is registered to deliver;
- Nationally recognised qualifications are identified separately to others;
- The names/titles of qualifications and or accredited courses are advertised accurately;
- The Nationally Recognised Training Logo is used only with nationally recognised qualifications/courses, which the College is registered to deliver.

### STUDENT RECRUITMENT

Recruitment of students for Endeavour College courses will be conducted at all times in an ethical and responsible manner that is consistent with the principles of social justice and will comply with equal opportunity legislation and all other relevant legislation. All Endeavour College personnel involved in the selection, enrolment and induction processes are appropriately qualified to perform the duties required.

Applicants are selected by fair, timely and transparent procedures, on the basis of clearly defined, consistent and merit based criteria. Students are accepted on the basis of assessment of evidence of their potential to achieve Endeavour’s stated competency standards required for a practitioner of natural health, as demonstrated by their qualifications, proficiency, experience, personal motivation and aspirations (see Student Selection and Admission Policy).
INSURANCE

Endeavour is obliged to 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 College. 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.

Students should be aware that your personal property is your responsibility and not covered by Endeavour College insurance policies. It is strongly recommended that you obtain Contents Insurance if you bring any expensive items such as laptops or clinic equipment to College. For students living at home, these items may be able to be included on your parent’s insurance policies.
RECORD KEEPING

Endeavour is obliged to 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.

Endeavour collects information in a variety of ways from students for the primary purpose of providing them with the courses of study for which they are enrolled. Related purposes of collection include correspondence with students, day to day administrative matters, provision of information about courses and events, the provision of information about associated services made available to and used by students (such as information technology), the use of personal information for the Alumni data base on graduation, and compliance with legislative reporting requirements.

Student records are also required to include academic information that accumulates during admission to the course of study by the student. This includes information about admission, academic progress and standing, exclusion, assignments and examinations, results and details of clinical practicals.

Apart from information that is in the public domain and the specific exceptions detailed in the relevant College Policy and Procedures student record information collected by Endeavour will not be disclosed to third parties. Students are entitled to expect that their personal and academic information will not be subject to unauthorised interference or use.

Endeavour College is committed to ensuring that the personal and academic information that the College collects, maintains, uses and discloses:

• is accurate, complete and up to date;
• is protected from misuse, loss, unauthorised access, modification or disclosure; and
• is destroyed or de-identified when and as required by College policy and relevant external legislation.

Copies of student records can be supplied to students on written request to Student Services. All student details are kept in Endeavour’s confidential student filing system. See Policies and Procedures on Student Records and Privacy.
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 Student Handbook is updated yearly. Please ensure that you are reading the current version. Changes to policies and procedures 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 check regularly for changes and be informed of these changes as they occur.

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.

AACMA (Australian Acupuncture and Chinese Medicine Association)

Contact: Judy James (Chief Executive Officer)
Postal address: PO Box 1635
COORPAROO DC QLD 4151
Ph: +61 7 3324 2599; Fax: +61 7 3394 2399; 1300 number: 1300 725 334
Email: judy.james@acupuncture.org.au
aacma@acupuncture.org.au
Website: www.acupuncture.org.au
AAMT (Australian Association of Massage Therapists)
Contact: Tricia Hughes (CEO)
Postal Address: Level 6, 85 Queen St, Melbourne VIC 3000
Tel: 03 9691 3700 / 1300 138 872; Fax: 03 9602 3088
Email: info@aamt.com.au
Website: http://www.aamt.com.au/

AHA (Australian Homoeopathic Association)
Contact: Michelle Hookham (National President)
Postal Address: PO Box 7108, Qld 4350 TOOWOOMBA SOUTH
Tel: (07) 4646 4393 / Michelle: 0423 162 001
Email: admin@homeopathyoz.org
Website: http://www.homeopathyoz.org/

AROH (Australian Register Of Homoeopaths)
Contact: Jon Gamble (Registrar)
Postal Address: AROH Registrar; 122 Church Street
Wollongong NSW 2500
Tel: 0488 060 145 / 1300 360 043; Fax: (02) 4227 2638
Email: admin@aroh.com.au
Website: http://www.aroh.com.au/

ANTA (Australian Natural Therapists Association)
Contact: Brian Coleman (Executive Officer)
Postal Address: PO Box 657 Maroochydore BC, Qld, 4558
Tel: 1800 817 577; Fax: (07) 5409 8200
Email: info@anta.com.au
Website: http://www.anta.com.au/

ATMS (Australian Traditional-Medicine Society)
Contact: Matthew Boylan (Company Secretary)
Postal Address: PO Box 1027 Meadowbank NSW 2114
Telephone 1800 456 855; Fax (02) 9809 7570
(Web) Ph: 02 9809 6800 Fax: 02 9809 7570
Email: info@atms.com.au
Website: http://www.atms.com.au/

CMRB (Chinese Medicine Registration Board of Victoria)
Contact: Debra Gillick (Registrar), David Halstead (President)
727 Heidelberg Rd, Alphington, Vic 3078
Postal Address: PO Box 5088
ALPHINGTON Victoria 3078 Australia
Tel: 03 9499 3800; Fax: 03 9499 8688
Email: admin@cmrb.vic.gov.au
registrar@cmrb.vic.gov.au and president@cmrb.vic.gov.au
Website: www.cmrb.vic.gov.au

NHAA (National Herbalists Association of Australia)
Contact: Ellen Free (Secretary)
Web: Board President: John Baxter / Board Secretary: Anne Cowper
Postal Address: NHAA Office, PO Box 45, Concord West, NSW 2138
4 Cavendish St, Concord West NSW 2138
Tel: (02) 8765 0071; Fax: (02) 8765 0091
Email: nhaa@nhaa.org.au
Website: http://www.nhaa.org.au/

NSA (Nutrition Society of Australia)
Contact: Associate Professor Barbara Meyer (Chair NSA Registration Scheme)
Postal Address: PO Box 949 Kent Town SA 5071, Australia
Tel: (08) 8363 1307; Fax: (08) 8363 1604
Email: nsa@fcconventions.com.au
Website: http://www.nsa.asn.au/
It should be noted that Endeavour College maintains a good relationship with all relevant professional bodies and ensures that its programs are compliant with the educational requirements of these bodies. In its course development review schedule, Endeavour College ensures that there is representation from various professional bodies, which will secure that advice from the professions is always taken into consideration when developing or reviewing courses.

The College is aware that both staff and students have raised queries regarding the impact of online offerings on professional body approval of our course and eligibility of graduates for private insurance purposes.

The core consideration is that professional bodies act as the liaison between the College and insurance companies and they mediate in order to negotiate acceptance of their professional members, as qualified and bona fide practitioners by insurance companies.

As such, the College as well fulfilling its legislative and regulatory obligations, ensures that courses meet Professional Body standards, which are always set after the bodies have negotiated with insurance providers. The College has a good relationship with the professional bodies and ensures that its courses are compliant with their specifications, which assures graduates entry into the professional body and ability to claim practitioner status for the purposes of insurance rebates.

The College will not negotiate directly with insurance companies, but rather defer this to the professional bodies, as is appropriate. We comply with the Professional Bodies’ requirements relating to course structure and online delivery mode limits.

The College maintain accreditation from the following Professional Associations which recognises courses for graduate membership only. Each Association has provided the College with an official letter stating this recognition. Further information may be found on the website of each of these associations.

<table>
<thead>
<tr>
<th>Course/Association</th>
<th>BHSc (Acu)</th>
<th>BHSc (Hom)</th>
<th>BHSc (MST)</th>
<th>BHSc (Nat)</th>
<th>BHSc (NutMed)</th>
<th>BHSc (WHerbMed)</th>
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</thead>
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Students should familiarise themselves with the specific requirements of each of the registration and professional bodies that will allow them entry into the profession of their choice.
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STUDENT SUPPORT

STUDENT CONTACT INFORMATION

Student contact details such as address, email and phone numbers are entered into the Endeavour Student Management database, and remain confidential under relevant Privacy Acts. Any change of contact details must be completed online or with a Student Advisor.

Endeavour College generally uses electronic media to contact students. It is important that students keep their contact details current and inform Student Services of any changes immediately. Email communication from Endeavour to students is via the nominated student’s email account. SMS text messages will be sent to the student’s nominated mobile phone numbers. Endeavour College website should be used as a point of reference by all students who have questions in regards to their courses, current College policies, contacts, Student Handbooks, and academic calendars.

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

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 enrolled in subjects, individuals 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.** Refer to Children on Campus Policy and Children in Clinic Policy

**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 maybe ‘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 claimant 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:

1. making a decision to accept or reject the allegation and provide reasonable consequences if the allegation is accepted (see below); or
2. referring the allegation to the Student Misconduct Committee.

The Student Misconduct Committee comprises:

- A Chairperson, who must be a senior member of staff appointed by the Chair of the Academic Board
• Director of Education
• Chair of the Academic Administration and Student Support Committee
• One member of the Academic staff
• National Student Support Co-ordinator
• College Services Manager
• One student representative (currently enrolled)

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 available evidence, seek additional evidence or clarification and interview relevant persons in relation to the complaint maintaining appropriate confidentiality
• Review available evidence, seek additional evidence or clarification and interview the staff involved or student against whom the misconduct is alleged maintaining appropriate confidentiality
• The Chair must determine any question relating to admissibility of evidence and any further question of law
• May refer a matter back to the Director of Education or Academic Board as appropriate for further consideration and recommendations
• The Student Misconduct Committee (or delegate) will notify the student and/or staff member of the Committee’s decision in writing
• The Student Misconduct Committee (or delegate) may notify any other person of the decision and reasons where proper, however appropriate confidentiality must be maintained
• Determine, on balance of probabilities, whether the misconduct allegation is founded or not and if so recommend the penalties, if any, to be imposed, maintaining appropriate confidentiality
• The Student Misconduct Committee will provide a report to the Academic Board each year of the complaints that have been heard and of the outcomes and will make available to Academic Board any particular decisions and reports that the Academic Board may request
• Make recommendations on matters of policy and procedures arising out of its investigations

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

1. dropping or clearing the allegations made against the student;
2. requested apology to those involved;
3. a reprimand to the student;
4. marks for that assessment are disallowed towards final result;
5. fail the subject;
6. probationary enrolment, subject to the student’s ongoing good behaviour;
7. require that the student restore, replace or compensate for an item stolen or maliciously damaged;
8. suspend the student from Endeavour for a specified period of time, not exceeding six (6) months;
9. cancel credit or enrolment for any subject;
10. withhold results;
11. exclude the student from Endeavour permanently; or
12. 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 Complaints and Appeals Policy.

**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.

Thereafter, the Procedures for Dealing with Possible Misconduct follows.

**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.
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. If at the Program Leader, Head of School level or above, the conflict should be immediately identified to the Director of Education.

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.

ACCESS TO PERSONAL FILES

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

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 (ie parent or guardian for under 18 students) or a letter of permission allowing access to the student’s information is provided.

STUDENT IDENTIFICATION CARDS

During Orientation week students will be issued with a Student Identification Card. Student ID cards can be issued to any enrolled student and indicate whether enrolment status is full or part time.
Student ID cards provide proof of enrolment and is used as identification for purposes such as admission to examinations, library borrowings, access to sensitive areas such as student clinics and transport concessions. Only students with current ID cards will be allowed on Endeavour Campuses.

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 50 km or more from a campus (as in the case of Flexible Delivery) and are unable to attend a campus in person, an application will need to be posted in with a passport size named photo, authenticated on the back by a Justice of the Peace.

Student ID cards are issued free of charge to all correctly enrolled students at the commencement of their units of study/course of study.

The student has the responsibility at the initial enrolment to provide full and complete information that will be utilised when issuing the ID card.

ID cards must be produced on request and remain the property of Endeavour College.

Replacement cards will be issued free of charge where replacement is required due to an error by Endeavour College staff, change of name (with provision of certified evidence) and card being stolen (verified with a police report). If a student has lost their Student ID card please advise Student Services to get a replacement. A replacement card costs $15.

Any attempt to obtain an ID card fraudulently will be dealt with under student misconduct guidelines and/or referred to police.

**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.

**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.
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 times. Students will be asked to leave classes or clinic sessions if mobile phones are not switched off. At other times, to avoid disruption to other students and staff students are asked to use soundless features such as text messaging, answering services, call diversion and vibration alert to receive essential calls.

UNACCEPTABLE USE OF MOBILE PHONES

- It is a federal criminal offence to misuse a communications device such as a mobile phone.
- Filming/taking photos of another person without their permission on a mobile phone is a breach of the national privacy legislation.
- It is a criminal offence to use mobile phones to menace, harass or offend another person.

Students who use their phones to engage in personal attacks, harass another person, taking photos/video of another person without their permission, or post private information about another person using SMS messages, taking or sending photos or objectionable images or bullying other students, store objectionable or obscene images; or who use vulgar, derogatory or obscene language while using a mobile phone will be reported to relevant authorities such as the Police.

PHONE SECURITY

Students are responsible for the security of their mobile phones.

Endeavour accepts no responsibility for replacing lost, stolen or damaged mobile phones.

Phones should be kept in a secure place at all times while a student is on campus and it is strongly advised that students use passwords or pin numbers to ensure that unauthorised phone calls cannot be made on their phones. Students should keep their passwords or pin numbers confidential.

Mobile phones found in campus facilities and whose owners cannot be located immediately must be handed to Student Administration.

SMOKING

All Endeavour College Campuses are Smoke-Free Zones. Smoking is prohibited in all buildings, including covered balconies, entrance areas, outside open windows or near air-conditioning intakes.
Smoking is prohibited in and around Student Campus Clinics and smoke must not be detected on any student attending clinic practicum sessions and suitable precautions e.g. oral hygiene must be taken to avoid the detection of cigarette smells.

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.

STUDENT PRESCRIBING IN CLINIC AND SALE OF ITEMS OR PRODUCTS

Clients who attend Endeavour clinics are clients of Endeavour. The College has a duty of care 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.

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.

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 dialing 1 300 4 NATURAL.

CAR PARKING (BRISBANE ONLY)

Car parking is only available at the Brisbane campus. 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 Brisbane 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.
STUDENT SUPPORT TEAMS

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STUDENT SUPPORT TEAMS

Endeavour College is committed to providing a range of quality services to support and assist you during your time at the College. We can assist with:

- Counselling services and support for dealing with personal and emotional issues
- Learning support to assist in improving your academic performance and study skills
- Welfare related matters such as tenancy issues, access to legal services, financial services, sexual health services can be referred to appropriate agencies
- Natural Health services that can be accessed through Endeavour College Student Clinics or referral to appropriate natural health practitioners.
- Career development advice to assist students in exploring career options
- Equity support to assist with all issues or access and equity in the College

The Student Services and Support staff are able to provide advice and direction to students in relation to College policies, procedures and services available to all enrolled students.

LEARNING SUPPORT

If a student shows signs of not coping, absenteeism, continually arriving late or leaving early then a Lecturer may refer them to Student Services 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.

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 a 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.
Language Literacy and Numeracy

The College acknowledges that all higher education and vocational education and training include language, literacy and numeracy tasks. The College provides materials, resources and assessment tasks at levels of complexity required for professional practice outcomes. However, support may be necessary to meet course requirements. Students may be encouraged to enroll in language and literacy classes if this is considered necessary.

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 an Interviewer at one of the Institutes. 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
spelduic@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

New South Wales
SPELD NSW (The Specific Learning Difficulties Association of New South Wales)
Building I Mimosa Public School
Blackbutts Road
Frenchs Forest
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 you should speak to a lecturer first. Your lecturer will provide whatever assistance is reasonable and equitable. If further support is required you will be referred to Student Support to assist you in dealing with the issues affecting your study. See Learning Support.

If you are experiencing personal problems or concerns that is disrupting your personal development and/or academic progress, Student Support can refer you to a relevant agency. Referrals to a wide range of services and agencies can be suggested. These may include counselling service for personal issues, health, financial, and educational and vocational matters. 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.

The College has an International Student Support Advisor to assist International Students with personal, family and study issues. The International Student Support Advisor also assists international students with accommodation, arrival arrangements and orientation. Please refer to the International Student Handbook.

Endeavour College does not have an on-campus chaplaincy service, but Student Services can advise on local representatives of various denominations or religions.

STUDENT ASSISTANCE PROGRAM (SAP)

Endeavour recognises its obligations in supporting students, and therefore strives to create a learning environment that promotes best practice, enabling students to excel at and achieve their study goals. Endeavour’s Student Assistance Program (SAP) is an innovative solution that Endeavour provides to offer students support in dealing with life issues which may be impacting upon their wellbeing and subsequent ability to study. The SAP is an independent and professional counselling service offered 24hrs/7 days a week at no cost to Endeavour students.
The primary objective for Endeavour’s Student Assistance Program (SAP) is to support students, by contributing to the well-being, quality of life and productivity of students through the provision of confidential counselling and related services. The SAP has been pioneered by Endeavour and advocates an early intervention model through self referral or referral by an Endeavour representative to assist students to resolve a broad range of issues before they cause deterioration in study performance, safety or personal well-being. Where there has been an impact on study performance, the emphasis is on restoring study productivity to optimum levels by addressing contributing factors.

**WHO IS ENDEAVOUR’S SAP PROVIDER?**

Endeavour has selected Access programs to provide this innovative service to students due to their strong reputation and our appreciation of their decision to operate as a not for profit organisation in support of charities. AccessSAP are an independent, organisation who have ben providing confidential counselling services (initially as an Employee Assistance Provider (EAP)) across Australia, New Zealand and Asia pacific since 1989. Access provide services to over 300 organisations in all industry and business sectors, these include:

- Education, University of Western Sydney, Australian Catholic University, plus over 30 independent primary & secondary schools
- Commonwealth, State & Local Government agencies
- Healthcare
- Community
- Childcare and
- Corporate.

**ACCESSING ENDEAVOUR’S SAP**

Students can access the SAP by contacting AccessSAP directly using the unique Endeavour Hotline number - 1800 33 62 07 which is available 24 hours / 7 days a week. In addition to self referral, Endeavour representatives may choose to refer a student who they feel may benefit from counselling to the service, by providing details of the program to the student. Whilst the Endeavour representative will record that they have recommended this service to the student on their student record, it is up to the student to make contact with the program. For non urgent matters, a counselling appointment will be set up at a mutually convenient time within 2 days of the student contacting the service. AccessSAP provides counselling services both over the phone and face to face.
CONFIDENTIALITY

Confidentiality is vital for the integrity and success of the SAP and Access programs has long established procedures to ensure that their practices and systems are rigorously applied.

Unless the student agrees upfront via written consent or in circumstances where counsellors are legally obliged to share details of the session, such as when the student poses a risk to self or others, the student’s identity and details are kept confidential and are not made available to Endeavour.

All Student counseling records are kept in a highly secured, password protected environment by AccessSAP. Codes are assigned to all users of the SAP to further protect their identify. Meticulous care is taken to ensure that SAP reports presented to Endeavour do not contain any information that will identify an SAP participant but instead usage rates and trends. Once cases reach closure, all files are stored according to the requirements of the Privacy Act.

LEGAL ADVICE SERVICE

The College currently does not have a student’s legal advice service that can assist students in legal matters. Students can however discuss their problems with Heads of School, National Student Manager or the Director of Education who can refer you to relevant services.

Students should note that there are a large number of agencies available that offer inexpensive or free legal advice and help. The Legal Aid Office in each state will give free advice in short interviews, at certain times, to anyone. It will give free legal advice to persons with limited income who are charged with certain serious crimes. They sometimes have a Duty Lawyer at courts for people who have no lawyer. If in need of legal advice you can apply through any Legal Aid Office, Court or private lawyer (fees will most likely be applicable with a private lawyer). Legal Aid is a limited resource and may be difficult to obtain.

Contact details for Legal Aid are available from Student Services.

State Ombudsman

The Ombudsman is an independent and impartial investigator responsible to Parliament. The Ombudsman investigates complaints about the administration of:

- All state government departments;
- Most statutory authorities such as public transport, licensing departments etc.;
- School councils;
- Vocational and tertiary institutions;
• An officer of any local council.

The Ombudsman can investigate complaints concerning Freedom of Information (FOI):

• where it is alleged that documents cannot be located;
• where it is alleged that charges for access of documents are too high;
• where there is a delay in handling of the request;
• where access has been denied because the request is too voluminous.

The Ombudsman also handles complaints against Police. If you have a Police complaint you should contact the Ombudsman Office for advice as soon as possible (a twenty four hour service is provided). A detailed brochure about this service is available from the Ombudsman’s office.

Contact details for the Ombudsman’s Office is available from Student Services.
INTERNATIONAL STUDENT SUPPORT

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INTERNATIONAL STUDENT SUPPORT

International students are entitled to the same services and support as local students. In addition, they have access to an additional international student orientation to enable links to be formed with other students from similar backgrounds.

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. For support information, please see the International Student Handbook.

NATIONAL CODE OF PRACTICE FOR INTERNATIONAL 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.

ENTRY REQUIREMENTS

International students are admitted in compliance with the ESOS Act 2000. Endeavour College of Natural Health 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.

Entry Requirements for International Students

Students must be 18 years or older.

Entry to Bachelor Degree: Successful completion of Year 12 or equivalent (eg. GCE, Advanced Level or Diploma course), and the English language requirements outlined below.
**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 on Deferment, Withdrawal and Transfer and the applicable clause of the International Student Refund Policy will apply.

**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 (e.g., 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.

Further details for International students are included in the International Student Handbook and the International Student Adviser can provide more information.

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.
Refer to the International Student Handbook for further information.

ENGLISH LANGUAGE REQUIREMENTS

If the student’s first language is not English they must demonstrate that they meet one of the following alternative English language requirements:

• International English Language Test (IELTS) with a minimum composite score for degree course of 6.0 and a minimum composite score of 5.5 for Diploma and Certificate IV courses. Valid for two years only. Academic Test only accepted.

• Successful completion of the full first year of a Bachelor degree course at any Australian University.

• Successful completion of the full first year of a higher education qualification accredited by an Australian State or Territory higher education authority.

• Successful completion of a full first year of vocational education studies with an Australian Registered Training Organisation.

• Successful completion of the full first year of a Bachelor degree at a New Zealand, British, Canadian or recognised US University.

• Completion of a post-secondary vocational or undergraduate degree course in which English was the sole language of instruction.

• Test of English as a Foreign Language (TOEFL) with a minimum score for degree courses of 550 (paper based test) or 213 (computer based test) and for Diploma and Certificate IV courses of 525 (paper based test) or 196 (computer based test). Valid for two years only.

• GCE Ordinary level English, English Literature or English Language - Grade C or better.

• GCE Ordinary level General English - Grade C or better.

• GCE Advanced level English, English Literature or English Language - Grade C or better.

• GCSE English, English Literature or English Language - Grade C or better.

• GCE AO Level Additional English offered by the Joint Matriculation Board (JMB) – Grade C or better

• Certificate of Secondary Education English Language - Grade 1.

• Cambridge Certificate of Proficiency in English - Grade C or better.

• Completion of the Cambridge Certificate in Advanced English, (CAE), moderated by Cambridge English Speaker of Other Languages (ESQL) - minimum of Grade C.

• Completion of Year 12 English at an Australian Secondary school or College with a minimum result of Satisfactory or equivalent.

• Direct entry via studying English at an approved Endeavour College of Natural Health English partner school.
ADMISSION AND ENROLMENT

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ADMISSION AND ENROLMENT PROCESSES

Every new student wishing to gain entry into Endeavour College of Natural Health is required to liaise with an Enrolment Adviser throughout their enrolment process. It is the Adviser’s responsibility to ensure that for every student:

- an entry interview is completed,
- course information is provided,
- student admissibility is established, and,
- that all appropriate forms/applications are completed to finalise enrolment into one course of study.
- has sat the “Learner Discovery Quest” (LDQ) Test

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. Year 12 school leavers will be asked to disclose specific grades achieved for relevant subjects studied during Secondary Schooling (for example; Biology, Chemistry and English subjects) and provide documentation for these.

Australian year 12 leavers entering the degree courses are expected to be 18 years of age although those who have just successfully completed their secondary matriculation and are turning eighteen in the first semester may be admitted. In these instances, the signature of the parent/guardian is required. Enrolment officers speak to the parent/guardian of students in this category to ensure that they understand the necessity for the student to work at a tertiary level, not to undertake part-time employment for the first year and to devote the required 50 hours per week of study.

ENTRY REQUIREMENTS

Applicants must have successfully completed Year 12 or equivalent; however an OP/TER score is not required.

Non-Year 12 applicants may be admitted to a course without meeting the formal academic requirements if they have relevant work experience or other acceptable qualifications (these are covered in detail in the College’s Recognition of Prior Learning (RPL) and Credit transfer (CT) policies). Such applicants must not be currently studying in any Australian Year 12 course or the international Baccalaureate.

CRITERIA USED FOR DETERMINING ENTRY

During the interview, the Enrolment Adviser will address the following criteria:

- Academic history
- Recent history (highest level of education, relevant work history)
Evidence of further study since leaving school
Interest/passion in chosen course
Communication Skills
Recommended study load
References
Credit Application/Recognition of Prior Learning, where exemptions are requested
Age (students under 18 years at time of enrolment require parent/guardian signature on enrolment form and privacy authority).
Results of the “Learner Discovery Quest” Test

“Learner’s Discovery Quest” (LDQ) - Also, please see diagram that follows on page 54

Students are interviewed during the admission and enrolment process.

The “Learner’s Discovery Quest” has been developed in consultation with internal and external academics. The test was developed by a working group with expertise in the various subject areas and it was coordinated by Dr Vardaxis. It examines several areas of prior knowledge in science and language. The question topic distribution statistics are as follows:

Proportions by percentage:

- Language = 14%
- Chemistry/Physics = 27%
- Biosciences = 27%
- Mathematics/Arithmetic = 21%
- Logic = 11%

The intellectual property of this test resides within the College.

Post-Testing Outcomes of the “Learner’s Discovery Quest” Test

The following Post-Testing Outcomes will be followed:

Following the trial period in Semester 2, 2009, a student can have three possible outcomes after taking the LDQ:

1. Pass (good outcome (56-100%)
2. Borderline (poor outcome 41-55%)
3. Fail (i.e. very poor outcome 0-40%)

Based on these results, three courses of action are recommended to the student:

1. Enrol into a normal Endeavour College course plan (they have passed the LDQ)
2. Enrol into a normal Endeavour College course plan but have concurrent extra tutorials in the science subjects (they are borderline LDQ students)
3. Enrol into relevant bridging course(s) run by the college (they have failed the LDQ).
It should be noted that the extra tutorials the students receive in option (2) above, will be timetabled each semester and all students in the relevant subjects will be informed. Students who are at risk (i.e. groups 2 & 3 above) shall be strongly recommended to attend these tutorials. If any of the students in groups 1 and 2 above fail their science-based subjects they will be compelled to enrol into bridging course subjects. It should also be noted that students who pass their LDQ Test and wish to enrol into any bridging course subjects after discussion with their enrolment adviser can do so also.

**Bridging Subjects Available:**

- Introductory Chemistry
- Introductory Maths and Statistics
- Introductory Biology
- Study Skills

The content of these subjects has been selected so that it gives students the required foundation knowledge that they need in each subject above. Material that has been identified by academics as the most troublesome (through student assessment evaluations over the years) is especially covered and a student-centred approach is used, with much feedback and extra help with enabling the student to become an independent learner.

Should a student fail these bridging subjects, an interview is arranged with an academic in the relevant area and the student’s ability to proceed with their study at the College will be assessed and the student advised accordingly. All such students are treated equally and fairly according to College policies and processes. Students may be advised to seek private tuition should they wish to proceed with their studies.

Please note that advice may also be given to students regarding their language skills and several English proficiency programs may be recommended to them. Endeavour College has arrangements with several English Language Colleges, and classes at an appropriate level will be recommended to students after suitable formal testing.
DIRECT ENTRY

Students may enrol directly into Endeavour College of Natural Health courses at certain non Tertiary Admission Centre times of the year. Students applying to study at the Brisbane or Gold Coast campuses must apply through QTAC at all times of the year. All applicants are interviewed prior to admission, addressing the same criteria outlined previously.
CURRENT YEAR 12 AND NON-YEAR 12 APPLICANTS

Admission into the Bachelor degree 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 finalise their enrolment and admission with their Enrolment Adviser. Applicants from all other states should refer to Direct Entry policy of the Application and Enrolment Policy which is available on the Endeavour College website.

Entry to Bachelor Degree is by the successful completion of Year 12 or equivalent (e.g. GCE, Advanced level or Diploma course.)

Please note that application for entry into an Endeavour College Bachelor Degree course can also occur via face to face or telephone interview with an Enrolment Adviser, if standard QTAC and VTAC entry processes do not apply (e.g. for non-year 12 applicants).

Entry and admission information is available to all students in brochures and on the Endeavour website at: http://www.endeavour.edu.au/new-students/international/admissions-requirements/

ENROLMENT

All applicants are required to attend an interview. Applications are processed either online or in person (in the order of receipt of applications). If accepted, 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.

TERM OF ENROLMENT

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 course 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. See section on Recognition of Prior Learning.

**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 and fees may change during this time and students will be required to transition into the new course structure.

Study of one or two subjects per semester is normally considered as General Interest Study. Students who study at this pace may be 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, 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

To assist with the early identification and support of students not meeting academic progression requirements the College undertakes the following:

- regularly and effectively advising students of Progress Requirements;
- identifying students not meeting academic progression requirements;
- alerting students that they are not meeting academic progression requirements;
- providing assistance to address issues affecting progression; and
- tracking the progress of students after they are identified as not meeting academic progression requirements.

The College uses the following triggers to identify students not meeting academic progression requirements:

- Failure by a student to successfully complete fifty percent or more of the subjects for which the student was enrolled in the semester just completed.
- Failure by a student to achieve an average mark of fifty or above in the enrolled subject in each semester.
- Failure by a student to complete compulsory unit(s) of study, clinical work or practicums or professional experience.
- Failure twice by a student to pass the same unit of study.
- Unsatisfactory student attendance for units of study or clinical work.
- Inability of a student to complete their award course within the maximum permitted time while carrying a normal student load.

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 student 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.
If Endeavour recognises that there is a substantial doubt with regard to a student’s capacity to successfully complete a course of study the student may be asked to “show cause” as to why they should not be placed on conditional enrolment or excluded from a unit of study or course of study.

A student asked to show good cause will be invited to provide in writing any justification or reasons why they should be allowed to continue their studies. The letter should outline the circumstances which have negatively affected the student’s performance in their studies, the specific effects or impacts of those circumstances, and the solutions that the student has undertaken, or will undertake, to address each of these circumstances – with a view to ensuring that they will not impact again in a similar manner in the future. Documentary evidence (such as medical certification, police reports or Statutory Declarations), as appropriate, should be provided where relevant to support the response.

**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 the Complaints and Appeals processes. 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 Complaints and Appeals processes.

**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.
CANCELLATION OF ENROLMENT

Endeavour College may cancel a student’s enrolment if the student has:

• Failed to complete formal enrolment procedures prior to census dates.
• Gained admission to the College by misrepresentation, falsification of documentation or other fraudulent means.
• Failed to fulfil the normal requirements for admission or enrolment or breaching of visa conditions including course progress requirements.
• Committed an act of serious misconduct associated with the academic program of Endeavour College.

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.

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.
DEFERMENT, WITHDRAWAL AND TRANSFER

DEFERMENT OF COURSE ENROLMENT

Students may apply for deferment or withdrawal of their course enrolment *either over the phone, in person or via email with their Student Adviser*. This will be actioned but may result in financial penalty [see Fees Section]. 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 Section].

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 Section. 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 Section].

APPLICANTS WITH ENGLISH AS THEIR SECOND LANGUAGE - DOMESTIC

For domestic applicants where English is their second language, the Enrolment Adviser reserves the right to request the applicant to sit an IELTS exam when they feel the student would struggle with the academic content of their subjects (for international students, see pg 53).

If required, a domestic student must undertake an assessment of English language and achieve a result equivalent to 6.0 for degree courses. All international students must have an IELTS level 6.0 as part of their visa requirements. See International Student Handbook for more details.

The QTAC Guide refers to two distinct groups of applicants: (1) Current Year 12 and (2) Non-Year 12. These categories are also used at Endeavour.

Year 12 applicants are those students who have come direct from school. Some of these students may be under 18 years of age. If they have completed year 12 (or equivalent) and are still under 18 years of age a signature is required on their application from their parent or guardian.

Non-Year 12 applicants are those who have not come direct from school and have completed Year 12 (or equivalent) in another year, or who are not currently enrolled in any Australian Year 12 or International Baccalaureate studies in Australia.

Non-Year 12 applicants will be asked for their academic history (for those whom it is relevant) and their current occupation. The Enrolment Adviser will discuss the academic requirements for tertiary study with the applicant and assess their ability to enrol based on their academic
history, working history, lifestyle considerations, presentation at the interview and any relevant supporting documentation.

The Enrolment Adviser will recommend whether the application can proceed. The Enrolment Adviser may also use this opportunity to recommend and adjust study load for the applicant which may include general interest, part-time or full-time study.

**STUDENT CODE OF CONDUCT**

This General Code of Conduct has been developed to engender good communication, collegiality and a helpful learning environment at Endeavour College. 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 the 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 (refer to Drug and Alcohol Policy);
- Engage in behaviour which could be considered threatening, harassing, intimidating or abusive in any way (verbally or non-verbally) (refer to Harassment Policy);
- Be in possession of any object that could potentially inflict harm on self or other person;
Note:

Unless people are enrolled in units of study, they may not attend classes unless approved by the Campus Manager and/or the Clinic Supervisor. 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.

POLICE CHECK

Students enrolled in courses of study at Endeavour College are required to undertake clinic practicum units and may be required to undertake professional placement throughout their program. In order to participate in clinic practice and/or external clinic placements it is the responsibility of each student to ensure that they are able to successfully complete the child protection screening required in their state. Students, who are not cleared for working with children, will need to organise alternative clinic practicum with Head of School or Director of Education (see Clinic Handbook and Working with Children Policy).
Student Code of Conduct

This Code of Conduct has been created to foster good communication, collegiality and a helpful learning environment at Endeavour College of Natural Health

It is expected that Endeavour College of Natural Health students will behave in a manner that promotes the well-being of themselves and others.

IN ALL ON CAMPUS LEARNING LOCATIONS STUDENTS MUST:

- Observe all Endeavour College 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 College of Natural Health into disrepute
- Not attend class, clinic, laboratory or other learning activities whilst under the influence of alcohol or any other substance or drug which adversely affects their behaviour, learning or participation
- Not engage in threatening, harassing, intimidating or verbally/non-verbally abusive behaviour
- Not to be in possession of any object or substance which could potentially harm themselves or others
- Respect the rights and dignity of others by demonstrating courtesy, assistance and non-discriminatory interactions
- Be positive and supportive of those studying and working in the Endeavour College environment
- Refrain from eating, drinking and smoking in class, clinic, laboratory and related learning areas
- Attend on time and remain until the completion of the session
- Participate appropriately during class, clinic, laboratory and other related activities
- Refrain from excessive talking and/or talking at inappropriate times so as to cause disruption to others’ achievement of their learning outcomes
- Turn off mobile phones to avoid distracting other students’ learning
- Speak to other students and to lecturers in an appropriate manner, not causing distress

Students who are not enrolled may NOT attend class. Children are permitted on campus ONLY UNDER SUPERVISION BY (non-teaching) parents/care-givers and/or when receiving treatment in clinics and reception areas.

UNDER NO CIRCUMSTANCES ARE CHILDREN PERMITTED IN CLASSROOMS
COURSE FEE INFORMATION

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FEE INFORMATION

All students are expected to pay for their course or unit of study on enrolment, or enter into one of the arrangements available.

- 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.
CANCELLATION POLICY

Fees are charged for withdrawing from subjects. Deferral from a course, for any length of time, may result in the relevant fee being charged. Cancellation Fees detailed herein apply to all Endeavour students including FEEHELP Students.

REFUNDS

Refunds are applicable in the following circumstances:

- On-Campus students who withdraw prior to the Census Date and who, after payment of the Cancellation Fee, have funds remaining in credit;
- Students who have completed all course study and have fees in credit.
- Credits as a result of over-payment or payment errors.
- External students who withdraw prior to the official start date for the subject and who, after payment of the Cancellation Fee, have funds remaining in credit;

All requests for a refund must be made in writing to the Student Adviser who will consider whether a refund is applicable and, if confirmed, will complete a Refund/Waiver Request form, attaching the written request, and forward it to the Student Services Coordinator or Enrolment Coordinator. The request will then be forwarded to Finance for processing or deny the request and refer it back to the Student Adviser who will reply directly to the applicant.

ISSUE OF AWARDS

Certificates, Diplomas or Degrees will not be issued until full payment of all outstanding fees has been received.
DEFERMENT, WITHDRAWAL AND TRANSFER

PAYMENTS IN ADVANCE

Where fees are paid up front in a lump sum for study in subsequent semesters, and the student withdraws from study with a credit balance, a $100 administrative fee will be charged on Refund applications in addition to applicable cancellation fees. Refunds will be processed as above.

TRANSFER POLICY

Transfer – On Campus to External Studies:

Time of transfer; Fee:

Prior to start of semester: No fee applies – all monies paid transferable to external study

Once semester commences:

After start of semester to Census Date $200 per subject on-campus cancellation fee.

After Census Date No refund. No credit transfer.

Transfer – External Studies to On Campus:

Time of transfer; Fee:

From time enrolment processed to Official Start Date for subject

No fee applies – all monies paid transferable to on campus study

From Official Start Date for Subject until Census Date $200 per subject cancellation fee

After Census Date No refund. No credit transfer.

Transfer Between Campuses – On Campus to On Campus:

Time of transfer; Fee:

Prior to the start of semester No fee applies

After the start of semester $100 per student.

NB: Please confirm with Student Services as these fees may change.
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.
FEE HELP

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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.
CANCELLATION FEES

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.
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**COURSE INFORMATION**

The Endeavour 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.

**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.

Refer to policy: Issuing of Testamurs

**STATEMENT OF TUITION ASSURANCE – HIGHER EDUCATION**

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.
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 their 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).

**STATEMENT OF TUITION ASSURANCE – HIGHER EDUCATION COURSES**

Under the provisions of the Higher Education Support Act 2003 (HESA) and the associated Higher Education Provider Guidelines Endeavour College of Natural Health (the First Provider) is required to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa (not overseas students*), who are enrolled in the higher education courses it offers. This requirement is to protect students in the event that Endeavour College of Natural Health ceases to provide a course of study in which a student is enrolled. The meaning of ‘ceasing to provide a course of study’ is given in the HEP Guidelines at:


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

a) 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 units (this is known as the “Course Assurance Option”); or

b) A refund of his or her up-front payments for any unit of study that the student commences but does not complete because Endeavour College of Natural Health ceases to provide the course of study of which the unit forms part (this is known as the “Student Contribution/Tuition Fee Repayment Option”)

Endeavour College of Natural Health has met the tuition assurance requirements of the HESA through its current membership of the Australian Council for Private Education & Training (ACPET) Australian Student Tuition Assurance Scheme. Contact details for ACPET are:

The Australian Council for Private Education and Training
Australian Student Tuition Assurance Scheme
QVB PO Box Q1076
Sydney NSW 1230
If Endeavour College of Natural Health ceases to provide a course of study, ACPET Australian Student Tuition Assurance Scheme 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 Australian Student Tuition Assurance Scheme of the choice they have made for each affected unit. ACPET Australian Student Tuition Assurance Scheme will provide this Offer within twenty Business Days after it knows, or should now by reasonable enquiries that Endeavour College of Natural Health has ceased to provide the course or study.

The course/s of study for which Endeavour College of Natural Health has ACPET Australian Student Tuition Assurance Scheme membership is/are:

- Advanced Diploma of Acupuncture
- Advanced Diploma of Homeopathy
- Advanced Diploma of Naturopathy
- Bachelor of Health Science (Acupuncture)
- Bachelor of Health Science (Homeopathy)
- 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

A student may choose either:
The Course Assurance Option:

Under the course assurance option, a student will be offered a place in a similar course of study by ACPET Australian Student Tuition Assurance Scheme. If the student accepts this option, ACPET Australian Student Tuition Assurance Scheme will make all necessary arrangements to ensure a student is able to enrol with the Second Provider in the similar course of study. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the Second Provider any student contribution or tuition fee for any replacement units (that is, units that the student had commenced but not completed because the course ceased to be offered). A student will receive full credit from the Second Provider for any units of study successfully completed at Endeavour College of Natural Health.

The Second Provider nominated by ACPET Australian Student Tuition Assurance Scheme may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study which were part of the course of study the Endeavour College of Natural Health ceased to provide but which the student had not yet started studying.

A student is not obliged to enrol in a course of study with a Second Provider offered by ACPET Australian Student Tuition Assurance Scheme under the Course Assurance Option. However, if they enrol with any other provider there is no obligation on that provider to offer full credit transfer for the units of study completed with the Endeavour College of Natural Health or to offer replacement/s unit free of charge.

OR

The Student Contribution/Tuition Fee Repayment Option

Under the Student Contribution/Tuition Fee Repayment Option, ACPET Australian Student Tuition Assurance Scheme undertakes to pay the student the total of any upfront payments already paid by the student for any units of study the student has commenced but not completed because the course ceased to be offered. Students selecting this option will also have their SLE or FEE-HELP balance/s re-credited for the uncompleted units.

*See Education Services for Overseas Students Act 2002 for the definition of overseas

LECTURE TIMES

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

08.00 am - 11.00 am

11.30 am - 02.30 pm
03.00 pm - 06.00 pm
06.30 pm - 09.30 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 generally be finalised 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 Advisor or Student Advisor and an alternative option will be offered.

TEXTBOOK SELECTION

Head of School, Program Leaders, Full-time Lecturers and Sessional Lecturers (following teaching staff and student feedback) will undertake a review of all set textbooks on an annual basis.

Textbook selections must be in keeping with the aim and learning outcomes of the selected subject. Selected textbooks should also (where possible) be selected from resources published within five years of the subject’s delivery.

STUDENT SUBJECT GUIDE

The student Subject Outline (SO) constitutes an agreement between Endeavour and the student. The SO form part of the curriculum for accredited awards.

Accordingly, the learning outcomes and performance criteria cannot be altered without approval of the Academic Board. However, minor changes can be made to the SOs as part of the course renewal and continuous quality improvements that are routine in the operation of the Academic Division.
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 Advisor 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 SO 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 the Student Clinic Handbook 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.
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.
CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

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Credit transfer provides specifically for recognition of relevant formal studies undertaken during the last 10 years with a recognised vocational or higher education provider. As such it differs from Recognition of Prior Learning which provides for students to obtain exemption from subjects based on their demonstration that they have met the subject learning outcomes via previous non-formal and/or informal learning and training or via a combination of non-formal training and formal studies.

Credit transfer as a process assesses the previous formal subject(s) or module(s) that form(s) the basis of the credit application against the curriculum and learning outcomes of the subject(s) for which credit is being sought. As such it differs from Recognition of Prior Learning which involves an assessment of the individual’s knowledge and/or skills per se against the subject learning outcomes.

Applications for credit for, and for exemption from Clinic subjects shall be handled under the Recognition of Prior Learning policy.

The award of a credit transfer for a subject provides the student with an exemption from that subject.

Students who have successfully completed formal study within the last 10 years at Endeavour or at another recognised vocational or higher education provider are eligible to apply for credit and/or for an exemption from subjects toward their course of study at Endeavour.

The award of credit is considered, and may be granted, for individual subjects and not for whole courses or whole parts thereof.

An application for credit transfer for a subject may be based on previous study in one or more course subjects that demonstrate compatibility with the curriculum and learning outcomes in the subject for which credit is sought. The application will be judged in terms of whether the learning outcomes overall have been achieved and not in terms of achievement of each and every separate learning outcome.

Students applying for credit transfer toward a Bachelor course are eligible to receive a maximum of 75% credit if they are studying in a 4 year Bachelor course or a maximum of 66% credit if they are studying in a 3 year Bachelor course. Bachelor students also may not exceed these maximum limits with a combination of Credit Transfer and Recognition of Prior Learning (RPL).

Students applying for credit transfer or a combination of credit transfer and Recognition of Prior Learning (RPL) toward a vocational Certificate, Diploma, Advanced Diploma or Vocational
Graduate Diploma course are not limited in the amount of credit transfer and/or Recognition of Prior Learning (RPL) that may be awarded.

Students wishing to apply for Credit Transfer should submit an Application for Credit Transfer no later than Week 1 of the semester in which the subject would otherwise be undertaken. The application should be accompanied by an official academic transcript from the education provider where the original studies were undertaken and subject synopses and guides for the previous subjects that form the basis of the credit application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process of assessing the skills and knowledge an individual has learned outside the formal education system against the learning outcomes of an Endeavour subject. It is a process as such of assessment which is designed to determine whether the learning outcomes for a subject or subjects have been met. The only difference is in the evidence that is provided. This assessment process is used to determine the extent to which a student has achieved the required learning outcomes to receive credit towards units in the Bachelor programs. RPL can be used in one of the following cases:

- To gain entry into an Endeavour College higher education award;
- To receive credit towards an Endeavour College higher education award;
- For the partial or complete fulfillment of the requirements of VET accredited qualification (See VET Student Handbook)

This assessment process focuses on the outcomes of that prior learning rather than how, when or where the learning occurred.

This learning may have been acquired through:

- Informal training such as professional development, in-service training or that undertaken for personal interest
- Work experience: this takes into consideration paid or unpaid work including part-time, fulltime or casual work as well as on-the-job training
- Life experience: learning gained through involvement in a community or voluntary organisation as well as hobbies, sport and leisure activities
- Formal study undertaken 10 or more years ago where the currency of the knowledge and/or skills needs to be established
- Applications for RPL for professional clinical work practice must demonstrate equivalence of advanced supervised practice for a recognised qualification in a course of an equivalent AQF level delivered in the college environment to ensure competency and safety of clinical practice at a Bachelor level.
Refer to Guidelines for more information on RPL Applications for Clinic.

There shall not be a fee for students making RPL applications under point four above where the previous study was completed at Endeavour.

- Students must first be enrolled in the chosen course before lodging an RPL application. Application may be made to RPL one or more subjects and may be submitted at any stage during the enrolled course of study, prior to the scheduled delivery of the subject. A separate application needs to be submitted for each subject for which RPL is being sought. All RPL applications must be received no later than day 1 of the block/semester of study in which the subject is scheduled for delivery. All RPL applications are required to go through the assessment process as detailed below prior to the advertised withdrawal date for each block/semester of study, i.e. census date.

- All applications will be assessed on the basis of the written evidence provided and by the administration of a challenge test and/or task and/or interview by an Assessment Panel prior to the award of RPL.

- RPL applications will be considered according to the following procedure:
  - Students should obtain the Student Subject Statement for the subject(s) they wish to RPL for the purposes of obtaining the learning outcomes against which the RPL application will be assessed. This is available from Student Administration and also available from the website.
  - Students should also obtain an RPL Student Information Guide to help them with the application process. This is available on the College website: www.endeavour.edu.au/credit.html
  - Students should submit an Application for Recognition of Prior Learning and include all the evidence against which the learning outcomes will be assessed. This application form is also available on the website: www.endeavour.edu.au/credit.html. The completed application should be submitted to Student Administration any time up to, but no later than, week one of the block/semester in which the subject is scheduled for delivery.
  - The Student Support Officer [SSO] checks the application against the application and evidence checklist and submits for assessment by the Program Leader or Senior Lecturer or their delegate within two working days with a copy to the Faculty Administration Coordinator.
  - The Faculty Administration Coordinator monitors the application’s processing time to ensure efficiency in turn-around time.
  - The Program Leader or Senior Lecturer or their delegate evaluates the application within 10 working days.
  - An assessment panel will be formed twice per annum to evaluate a representative sample of approved and rejected applications for the purposes of quality improvement
and national consistency in assessment standards and practices. Membership of this panel will normally be the relevant Program Leader or Senior Lecturer and a National Compliance Manager but it may also include a sessional lecturer with relevant discipline expertise.

- An assessment panel may also be formed at the recommendation of the Program Leader (to the Head of School) in complex or special cases.
- The student shall attend an interview with the assessment panel if required to do so before the assessment panel reaches a decision on the student’s application.
- The student shall sit any challenge test and/or undertake any challenge task set by the assessor or assessment panel before the assessor or assessment panel reaches a decision on the student’s application.
- The Assessor or Assessment Panel may make a decision to grant or deny the application or to request further information from the student prior to making a decision.
- The student will be advised of the outcome of the application by the Program Leader or Senior Lecturer within 21 days from when the application was received.
- When the Assessor or Assessment Panel has decided to deny the application, the applicant will be provided with reason for the decision and a statement of what the applicant will need to do or complete in order to meet the learning outcomes of the subject for which the application has been made.
- Unsuccessful applicants may submit a second application (no fee) following consultation with the relevant Program Leader or Senior Lecturer or they may lodge an appeal through the Endeavour appeals process.

Successful applicants will receive a grade of R for subject/s for which RPL has been awarded. The grade will not count toward the calculation of students’ Grade Point Average.

**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.
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 site 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 &/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 standard Appeals process.

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 apply to observe practicum clinical subjects.
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LIBRARY SERVICES

Endeavour College Libraries are information resources for all enrolled 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 Endeavour 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 your local campus 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.

CONDITIONS OF THE CODE OF CONDUCT FOR THE USE OF THE LIBRARY

1. All users have a right to use the facilities of the College Libraries without undue distraction or disturbance.
2. Within the precincts of the College Libraries, no person shall act in a manner, which interferes with the comfort or convenience of other users.
3. Student ID cards are required when in College libraries and are to be shown in response to any reasonable request from any member of staff who might require such identification in the course of their duties. Any Library user, whether or not a member of the College, shall produce identification on request from a member of Library staff.
4. It is a condition of entry to the College Libraries that all bags, folders or other receptacles capable of containing Library materials and their contents may be inspected by Library staff.
5. In accordance with College Smoke Free policy, smoking is not permitted in the Library.
6. No substance, which is liable to cause damage to Library materials, may be taken into the College Libraries; this includes food and drink items and flammable items.
7. Animals, with the exception of guide dogs for the visually and hearing impaired, are not permitted within the College Libraries.
8. Talking is not permitted in reading areas: quiet conversation is allowed for the purpose of seeking assistance in the use of the catalogues or the collection. Quiet discussion is permitted in Group Study Rooms.
9. The use of mobiles phones and MP3 players are not permitted within the Libraries.
10. Books and other articles left unattended in the Library for more than thirty minutes on chairs and tables may be removed by the Library staff. Articles left in these areas at closing time will be cleared away and sent to the Student Services lost property section. The College accepts no responsibility for personal belongings left in the library buildings.

LIBRARY HOURS AND ACCESS

Normal semester opening hours for all libraries:
Adelaide Library hours are the same during semester and breaks:
Mon – Fri: 8.30am – 4.30pm

Brisbane Library hours during semester time are:
Mon - Wed: 8.30am – 8.00pm
Thurs: 8.30am – 6.30pm
Fri: 8.30am – 4.00pm
Sat: 10.00am – 2.00pm

Gold Coast Library hours during semester are:
Monday: 10.00am – 5.00pm
Tuesday: 10.00am – 5.00pm
Wednesday: 10.00am – 7.00pm
Thursday: 10.00am – 5.00pm
Friday: 10.00am – 2.00pm

Melbourne Library hours during semester are:
Monday – Wednesday: 8.45am – 8.00pm
Thursday: 9.00am – 7.00pm
Friday: 9.00am – 6.00pm
Saturday: 10.00am – 2.00pm

Perth Library hours during semester are:
Monday-Thursday: 10am – 6.30pm
Friday: 10am – 5pm

Changes to opening hours for all libraries are below:
Brisbane & Melbourne library hours over the exam period are:
2nd Mon of June (Queen’s Birthday): 10.00am – 2.00pm
Tues: 9.00am – 7.00pm
Wed: 9.00am – 7.00pm
Thurs: 9.00am – 6.30pm
Fri: 9.00am – 4.00pm
Sat: 10.00am – 2.00pm
3rd Mon of June: 9.00am – 7.00pm
Tues: 9.00am – 7.00pm
Wed: 9.00am – 7.00pm
Brisbane Library hours over break periods are:
Mon – Thurs: 9.00am – 5.00pm
Fri: 9.00am – 4.00pm

Melbourne Library hours over break periods are:
Mon – Fri: 9.00am – 5.00pm

Gold Coast Library hours during break periods are:
Monday – Thursday 10.00am – 3.00pm

Perth Library hours during breaks and exams are:
Mon – Fri: 10.00am – 4.00pm

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

LIBRARY SURVEYS

A Library Survey to gauge satisfaction with Library equipment, facilities, collections and services. Honest feedback from the library users allows Endeavour to identify areas that need to be targeted for improvement. The survey is conducted annually so the College can address the needs and concerns of library users based on your input.
LIBRARY DONATIONS

Donations of items or collections are accepted if they are relevant to the teaching and research needs of Endeavour College and/or their acceptance provides a demonstrated benefit to the College Library collections.

Donations are subject to assessment using criteria from the Library’s Collection Development policy. Pressing space issues as well as other factors mean not all donations can be accepted by the library.

Items which have value due to their uniqueness or age should be offered to the Director of Education who will assure the correct preservation and housing of the items. Donated items will not be accepted with conditions attached, e.g., housing in a special collection, unless they bear particular historic, cultural or tangible significance.

To Donate Materials to College Libraries

Donations of library materials may be made to any of the Endeavour College Libraries in the following way: Please send a list of the items (including author, title, date, publisher, and edition) to the National Librarian, indicating the general condition of each item and the format. The National Librarian will notify the items which the library can accept or is able to acquire and how to arrange transfer to campus libraries.

For further information on all Information Services refer to all Library Policies

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 enrolled students and staff of the Endeavour College. 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. See section in this handbook on Student ID Cards.

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 Collection Development 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 and also Library and Copyright Guides. Feel free to contact library staff for details.

**ONLINE 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 MyResources and select Library 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, and 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
• Recovery of cost for distance education 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 Complaints Policy.

OTHER SERVICES

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

Library staff also provides assistance with use of library facilities such as the photocopiers, audiovisual equipment, printing, laminating, binding and computers. (Availability of facilities may vary across campuses).

USING THE INTERNET AT ENDEAVOUR

Copyright protection is taken extremely seriously at Endeavour College. The Internet makes resources such as music, videos, pictures and text easily available to the general public, and allows for rapid and easy transmission on to other users.

However, the web is not a copyright-free zone. The fact that it is technically possible to copy and transmit content from the web doesn’t mean that it is legal. When you download, reproduce, share or email material from the Internet, you risk being in breach of copyright law if you are not aware of your rights and obligations.

Students using internet content can only do so if one of the following applies:

• The copyright owner gives written permission in response to a request for copyright clearance.
• The copyright owner has included a statement of permission in their materials.
• The usage falls within the scope of the ‘fair dealing’ provisions in the Copyright Act.
To use material legitimately, the original copies must be authorised by the copyright owner: reproducing illegal copies will result in infringement.

**LIABILITY FOR STUDENTS**

It should be recognised that persons using the internet are not anonymous. Investigative bodies actively monitor the web to detect infringing activities. If complaints are received from these investigators or from copyright owners from College computers, the College is obliged to identify the responsible user and take action to prevent further infringements. This means imposing disciplinary measures on users, starting with the suspension of access rights.

In serious cases of infringement copyright owners may decide to take legal action against a student for copyright violation, the student is personally liable for damages and costs and will be assessed under the Academic Misconduct procedures. Endeavour College will not be in a position to defend or support students in court if they use Endeavour campus resources to carry out unlawful copyright actions.

**USING INFORMATION TECHNOLOGY AT ENDEAVOUR COLLEGE**

In the **absence of any specific permission or licence agreement that may allow such use**, student at Endeavour cannot use College computers to:

- Download third-party copyright materials such as films, MP3 recordings, or software from the Internet.
- Upload third-party copyright material such as audio files, video files, software or commercial photographs to College materials or resources and make them available to the public.
- Distribute by email any third-party copyright material (MP3s, video files, commercial photographs or software) to another person.
- Store third-party copyright material, including MP3s, video files, commercial photographs or software, on College computers or servers.

Students using Endeavour computers to carry out actions that infringe copyright may be subject to disciplinary action.
WORKPLACE HEALTH AND SAFETY

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Endeavour College has a commitment to ensuring the safety, health and wellbeing of all College employees, students, clinic clients and visitors to the campuses.

The College’s occupational health and safety (OH & S) policies and procedures have been developed to assist staff and students in managing the risks associated with College related activities. The College has policy and procedures on manual handling, safe work methods, laboratory and chemical safety, emergency procedures, incident reporting, and injury management. In accordance with all state OH & S legislation, all staff and students at Endeavour College have OH & S responsibilities. Students have a duty of care for themselves, those others who may be affected by their actions.

As Endeavour College of Natural Health is committed to the principle of prevention of workplace injuries. All staff and student members must accept their responsibilities under the Occupational Health and Safety Act 2000 and additional State Acts by following College policies. To meet this commitment each person must follow safe working and learning procedures at all times and take all reasonable care to prevent personal injury or injury to others and damage to facilities and equipment.

Additional Responsibilities for Student Clinic

The ‘health and safety responsibilities’ of natural therapists are taught in detail in their respective subjects but when attending Student Clinic practicum students need to be aware of the specific responsibilities and risks involved. For more detail please to Student Clinic Handbook but the following are general guidelines:

- If a student has a skin break, they must first apply an occlusive bandage before any contact with clients.
- Students must wash their hands thoroughly before and after contact with each client.
- Students must not attend clinic classes if they are suffering from an infectious disease or condition.
- Students should not attempt to contact any client suffering from an infectious condition. If you have reason to believe that a client’s condition may pose a threat to your own health, you should seek immediate advice from your clinic supervisor.
- If a student detects any open wounds or lesions on a client, you should seek immediate advice from your clinic supervisor.
- Take care with clients getting on/off massage or observation tables and offer assistance if required.

Students and staff must be alert to observing College linen protocol and the handling of contaminated linen or clothing. All students need to be alert to any hazards to the health and safety of anyone in the clinic environment, and report them immediately to the clinic supervisor.
**FIRE/EMERGENCY EVACUATION PROCEDURE**

In the event of a fire or emergency situation requiring evacuation of a campus, the following procedure is to be adhered to:

1. The person first sighting the emergency/fire should alert all others in the immediate area.
2. Telephone 000 (this is a free call from any landline, payphone or mobile) and request the appropriate emergency service fire, police or ambulance.
3. Clearly state the address and the specific level where the emergency is located.
4. The designated ‘fire warden’ or senior management staff member must be notified immediately after the emergency service call is made.
5. Any attempt to extinguish the fire or deal with the emergency should only be made if it can be done without undue risk or danger.
6. Prior to evacuating turn off all power equipment and air conditioners.
7. In the event of an evacuation, all staff and students must calmly proceed out of the building to their designated evacuation muster point. Walk, do not run.
8. No staff or student is to leave the evacuation muster point until told to do so by a designated fire warden or nominated key staff member.
9. Under no circumstances must any staff or student attempt to return to the building until the emergency is over and you have been told it is safe to do so.
10. Designated fire wardens/key staff members must ensure that all staff, students and visitors are accounted for according to a checklist/class roll.
11. Upon arrival of the emergency service, the designated fire warden/key staff member should advise the senior officer in charge of the headcount (identifying anyone unaccounted for) and the exact location of the emergency in the building.

The emergency service personnel have authority once called to a site, and all students and staff must follow any instructions issued by them.

**FIRST AID**

In line with legislation the College maintains compliant first aid kits on each campus. If first aid is required on campus a staff member with suitable first aid qualifications should be summoned to administer any first aid requirements. Most lecturers have first aid qualifications so if requiring assistance ask a lecturer.
REPORTING INCIDENTS AND ACCIDENTS

All accidents, injuries, illnesses and near misses are to be reported using the Incident and Injury Reporting Forms. Please refer to the Policy and Procedures Incident Reporting. All incident reports must be submitted within 24 hours of the incident. If full details of the incident, injury, investigation and corrective actions are not available within this timeframe, the essential details of the incident or injury as they are known should be submitted initially. Further information should then be submitted including details of supervisor investigation and corrective actions, as soon as possible (within one week).

WHAT TO DO IN AN EMERGENCY

Emergencies can occur at any time, and can arise from a number of causes including fire, medical emergencies, chemical spills, gas leaks, bomb threats and physical threats. The first priority in any emergency situation is the safety of all people who may be in danger.

EMERGENCY CONTACT NUMBERS

If you are calling from an internal phone line, all emergency services (Police, Fire, Ambulance) can be reached on: 000.

If you are calling from an external line or mobile phone, dial 000.

BE PREPARED

The key to successful emergency response is being prepared. To ensure that you are prepared, discuss your campus local emergency procedures with your lecturers. Make sure that you are familiar with:

- The alarm tones in your building/s.
- The closest emergency exits.
- The assembly areas for your campus
- Local emergency personnel – Wardens and Nominated First Aid Officers
- Any specific emergency procedures that relate to your study areas (eg. chemical spills, emergency machinery shutdown)
PEOPLE WITH DISABILITIES

It should be realised that there may be employees, students or visitors with disabilities working or studying in College buildings. People with physical disabilities may have difficulty moving quickly or using stairs. People who are deaf or who have a partial hearing impairment may have difficulty in hearing emergency alarm signals and announcements. People who are blind or who have a visual impairment may have difficulty in finding and negotiating the emergency exit routes. Nevertheless, some people who do have a disability may not require assistance. Always check arrangements and be aware of arrangements for people with disabilities.

EMERGENCY RESPONSE

Not all emergencies will commence with an alarm activation. Following is a summary of the general emergency response procedures:

- Warn anyone in immediate danger
- Fight the fire or contain the emergency, if safe and trained to do so

If necessary:

- Close the door, if safe to do so
- Activate the 'Break Glass' Alarm
- Evacuate via your closest safe EXIT
- Report the emergency to suitable staff

All College staff are responsible for the safe and efficient evacuation of students and visitors to Endeavour campuses. Following an evacuation, each member of staff should account for any visitors and report missing persons to the Chief Warden, or the attending Emergency Services.

MEDICAL EMERGENCIES

If a person is seriously injured or ill, call an ambulance immediately on 0-000. Be ready to provide the following details:

- your name
- location
- number of people involved and
- details of the medical emergency.
Contact an Endeavour staff member who will escort or direct the Ambulance/Medical Personnel to the site of the emergency and arrange for First Aid to be provided in the interim.

HAZARDOUS MATERIALS INCIDENTS

Hazardous materials include chemicals, biological & radioactive substances in solid, liquid or gaseous form. There are a number of hazardous materials used at the College, and staff and students working with hazardous materials are required to plan for plausible emergencies including the need to stop a process quickly (emergency shutdown) or respond to an uncontrolled release or spill of the materials being used. Endeavour staff will advise students of procedures to be followed in case of hazardous material incidents.

If external assistance is required:

Report the incident to the local campus Fire Brigade.

Ensure that those involved in the incident and the relevant staff are available to assist the Emergency Services (refer to Laboratory Safety Guidelines).

PHONE THREATS

Bomb threats are usually received as a telephone call. The person who receives the threat should:

- Remain Calm
- Do not disconnect the call
- Record as much information as possible
- Notify an Endeavour staff member or the Police without delay
- The threat will be assessed by College staff and the Police.

EMERGENCY LOCKDOWN

Building emergency procedures are traditionally focussed on the safe evacuation of staff, students, clinic clients and visitors to Endeavour campuses. This is an appropriate response to most emergency situations (eg. fire, gas leak, internal release of hazardous materials), but in some situations it may actually be safer to stay inside the building.

An emergency lockdown will be implemented when necessary to ensure that the occupants of Endeavour buildings are protected from an external threat, including but not limited to, violent incidents, civil disturbance or severe storms. An emergency lockdown may also be
implemented in situations when additional pedestrian traffic on campus may hinder the work of the attending emergency services. You will be notified of an emergency lockdown by the attending Emergency Services personnel, Chief Warden or staff member, via the building’s emergency warning PA system or another mechanism. In the event of an emergency lockdown:

- Follow the instruction from Emergency Services personnel, College staff or Emergency Wardens
- Stay away from exposed windows
- If possible, maintain phone and email access
- If possible, maintain contact with your colleagues and/or fellow students.

**PERSONAL SAFETY**

The incidence of violence on the College’s campuses is generally lower than that experienced in the general community. However, if you feel threatened or afraid for any reason:

- Go to a busy place or attract the attention of other people in the area
- Contact a College staff member or the Police.

Tips to keep you safe on campus:

- Be alert and walk purposefully. Confidence deters attackers
- Avoid poorly lit or isolated areas
- Use Preferred Pedestrian Routes through campus
- Where possible walk with a friend, form a group or stay with a crowd
- Report any suspicious behaviour to Endeavour staff or the Police.

**PERSONAL THREATS**

Personal threats can include verbal abuse over the phone, confrontations with a person, or even assault. An incident can vary greatly dependant on the circumstances. Below is some general guidance:

**Abusive Phone Call**

- Hang up
- Report the incident to an Endeavour staff member for advice as to what to do.

**Aggressive or potentially violent person**

- Try to remain calm
- Alert an Endeavour staff member or someone nearby – if it is safe to do so
• Be assertive, but polite
• Attempt to de-escalate the situation

If you witness a confrontation like this involving other staff or students and believe that intervention is required report the incident to a staff member immediately.

**SUSPICIOUS BEHAVIOUR**

Normal behaviour will vary dependant on the individual and the situation. Therefore, all staff and students are encouraged to:

• Become familiar with your work/study environment, colleagues and fellow students.
• If concerned about someone on campus politely challenge strangers by asking “can I help you?”
• Report any suspicious behaviour or circumstances to a staff member without delay.

**Tips to keep you safe**

• Do not challenge any person acting aggressively.
• Avoid confrontations with strangers (eg. if you receive an aggressive response to the standard challenge, withdraw from the situation and report it to a staff member without delay).
• Avoid situations where you may be isolated from assistance.
# ASSESSMENT AND GRADING

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Assessment is the process of forming a judgment about the quality and extent of student achievement or performance, and therefore by inference a judgment about the learning itself. Assessment inevitably shapes the learning that takes place; that is, what students learn and how they learn it, and should reflect closely the aims and objectives/criteria of the subject.

The aims of assessment include:

- improving the quality of the curriculum (subjects of study and courses);
- evaluating the effectiveness of the teaching process and facilitating continuing improvement;
- improving and promoting subsequent learning through feedback that is clear, informative, timely and relevant;
- formally certifying achievements for external audiences; and
- providing accountability to Endeavour Council, accrediting bodies, employers, professional bodies and the wider community.

Assessment methods and tasks may take a variety of forms: the key criteria for choice should be how appropriate the methods and tasks are to the learning outcomes. Assessment should be criterion referenced rather than norm-referenced, and may include individual or collaborative achievement or both. The requirements for learner success should be made clear, and the overall strategy should be to develop in students the ability to evaluate the quality of their own work in order to equip them to function as professionals with a commitment to life-long learning.

Assessment practices within Endeavour are based on the general principles of criterion-referenced assessment. These are:

- the desired learning outcomes for a subject are clearly specified;
- assessment tasks are designed to indicate progress towards the desired learning outcomes; and
- the assessment grade is a measure of the extent to which the learning outcomes have been achieved.

The standard of performance that is required for the award of a particular grade is a judgment based on the professional expertise of the various staff who contribute to the assessment process and informed by experience with accepted standards, including, where appropriate, standards in other institutions.
ASSESSMENT DEFINITIONS

Criterion-referenced assessment refers to the process of judging and grading student achievement by comparing the quality of the work submitted with a set of specified criteria that are related to the desired learning outcomes for a subject. Because criterion-based judgments in principle are made independently for each student, rather than by comparison with the quality of work from other students in the cohort, the judgments represent absolute rather than relative decisions. Each grade is assigned as a measure of the extent to which the subject learning outcomes have been achieved.

Norm-referenced assessment refers to the process of judging and grading student achievement according to how well a student has performed in relation to other students in the cohort. Comparisons are made, implicitly or explicitly, as to the relative performances of students and grades are awarded accordingly. Because each cohort of students typically exhibits a range of achievements, the highest grade designations are awarded to the best performing students, the next highest grades to students whose performance is lower than for the best students, and so on.

Formative assessment refers to the process of generating and providing information to students about their performance with the specific purpose of helping them to improve their learning. Feedback is an important element in formative assessment. Strictly speaking, formative assessment is designed to facilitate academic learning and growth while opportunity still exists for development to occur. (The collective feedback obtained from student performance on assessment tasks can be considered formative when used to contribute to the improvement of subjects and courses.)

Summative assessment refers to the process of collecting data about student achievement and reaching a final decision about the overall extent and quality of student learning in a subject. It is immaterial whether data is accumulated during a subject, produced at the end, or both. Summative assessment is used for certifying achievement, reporting grades on academic records, and determining subject credits.

NOTE: At Endeavour the basis of assessment is criterion-referencing, which can be used for formative and summative purposes.

STUDENT PROGRESSION IN GENERAL

Endeavour College is committed to developing policies and procedures that promote the welfare and well being of students of the College. One area in particular is the efficient monitoring of the progress of students in their studies, and of having systems in place to promote the early detection of students who are making poor or unsatisfactory progress and are therefore at risk of exclusion from their award course. The occasional or infrequent failure
of a unit of study by a student is not cause for undue concern, however, Endeavour seeks to identify students who have demonstrated a persistent pattern of failure.

One main benefit of early detection of students “at risk” allows the timely intervention, and the provision of advice and assistance to support students in their ongoing studies. Another benefit of early detection and intervention is that it may reduce the number of students who eventually need to exercise the appeals mechanisms of the College.

Endeavour College is committed to assisting all students to successfully complete their course work and maintain satisfactory course progress. Student progression procedures are intended to assist all students who are identified as being “at risk” of failing to maintain satisfactory course progress to identify issues in their personal or academic life that may be contributing to their academic results.

Student progression reviews are intervention strategies that will assist enrolled students who are at risk of failing to maintain satisfactory course progress to assess the issues which may be hindering their achievement and to address these. Progress can be hindered by a wide range of problems in areas such as study skills, background, cultural issues, ability, motivation, commitment, self-discipline, finance, health, relationships etc.

The student progression reviews will result in a personalised series of measures to meet the needs of individual students. See Policy on Review of Academic Progress for Students.

**ASSESSMENT MODERATION**

Moderation is a quality assurance approach to ensure the reliability and validity of assessment at Endeavour. It is a process of independent evaluation of consistency in the standard of marking being applied across particular assessment items. Moderation assures the validity of assessment outcomes where different lecturers are marking the same assessment items for different classes or at different campuses. The moderation process is supported by explicit, clear and well justified objectives of the assessment item, utilisation of marking guides and regular academic meetings. Moderation requirements will be determined by the Director of Education and/or the Examiners Committee.

**The Moderation Process**

Where a subject is required to be moderated, each assessment item will be reviewed with a sample size of the assessment submission moderated. The sample size will ten (10) assessment submissions across the various campuses/classes or 10% of the student enrolment, whichever is the larger.

The moderation process will be coordinated by the Program Leader and must involve a person other than the original marker. The person selected for this role must have assessment
competency to detect errors, discrepancies or ineptitude in the marking process of a particular subject.

The moderation may involve:

- a simple scrutiny of marks awarded, and the criteria used, without an actual re-mark;
- a re-mark informed by the marks awarded by and/or the comments of the original marker; or
- a “double blind” re-mark in which the original marks awarded and comments are not available to the second marker.

In all cases, the same marking guide will be used.

Where moderation indicates a problem, an investigation will be initiated as soon as possible to establish that a discrepancy exists and to determine if the issue is one of marking strategy or process, or the issue is one of student learning. The Program Leader will communicate as soon as possible with the subject lecturers and if the issue relates to marking strategy or process, will work with the lecturers to ensure the problem has been corrected and the issue will not be repeated. If, in the opinion of the Program Leader, the issue will have a substantial effect on student grades, then corrections to the assessment marks must be initiated as soon as possible, either by systematic corrections following the marking guide or by a re-mark.

**ADMINISTRATIVE ARRANGEMENTS FOR ASSESSMENT**

**Completion of Assessment Items**

Students are expected to submit/attempt all required assessments as detailed in the Subject Outline or Student Unit Guides for the subject.

**Feedback on Assessment Items**

Students are encouraged to seek feedback from lecturers on all assessment items prior to the end of semester. Lecturers should provide feedback to the School on the appropriateness and effectiveness of the assessment tasks, based on the collective responses of students, according to the criteria for each assessment.

Where individual feedback on an assignment or examination is sought, students are able to meet with the lecturer on appointment to receive feedback on their own assignment or the actual examination paper. An appointment can be made during scheduled school consultation times, or at other times as pre-arranged with the lecturer. Since examination papers are considered the College’s intellectual property, these cannot be copied and are retained by Endeavour. Students may take notes during the meeting with the lecturer to enhance their
learning. If the student is not satisfied with the outcome of the meeting, they may lodge a formal complaint using the steps as outlined in Section on **Complaints and Appeals**.

If the student wishes to appeal against a mark or grade following the feedback consultation, they may do so by following the steps outlined in Section **Appeals Against Award of Mark or Grade**.

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**GUIDELINES FOR DEALING WITH LOST ASSESSMENT ITEMS**

All staff who, through their involvement in the assessment process, handle student assessment items (assignments, examination scripts, for example) are required to exercise due diligence in handling these items to ensure that items are not lost or damaged. In spite of proper care being taken there nevertheless may be instances where a student’s assessment item is unable to be located.

Students are required to make a copy of all assignments, reports, dissertations before they lodge the item for assessment.

Where a student alleges that an assignment was delivered by the due date or alleges that the assignment was posted so that it should have been delivered by the due date, and it appears that the assignment has not been received, a photocopy of the assignment may be accepted for marking.

Where there are reasonable grounds to believe that the assessment item was submitted correctly but the lecturer is unable to locate the item and no copy is available, the lecturer will contact their Program Leader who will take remedial action depending on the specific circumstances of the case.

Possible remedial action includes:

1. awarding the student a final grade based on the student’s performance in other assessment items or other activities associated with the subject;
2. awarding the student the average class mark for the particular missing item; or
3. offering the student a passing grade or a predicted grade based on the student’s performance in other subject in the current semester or in past semesters, in conjunction with offering the student the choice of repeating the assessment item or examination.

**Special Consideration**

The Academic Board may extend special consideration to a student in any subject and in respect of any assessment item or examination that has been attempted.
Students may apply for special consideration on the grounds of illness, accident, disability, bereavement or other compassionate circumstances if they believe:

- their performance in an assessment item was seriously affected; or
- they were seriously disadvantaged when the assessment item was attempted.

Requests for special consideration must be made in writing 24 hours prior to the assessment date and accompanied by appropriate documentary evidence.

In response to an application for special consideration, the Academic Board may take one or more of the following options:

- take no action;
- provide for an extension of time in which to complete an assessment item;
- award a final grade on the basis of the student’s performance across the subject; or
- provide another assessment. This may be either an alternative assessment or a replacement assessment. An alternative assessment provides an opportunity for the student to demonstrate learning outcomes similar to those related to the original assessment (for example, an oral examination may take the place of a written examination). A replacement assessment is one that resembles as closely as possible the original assessment item and carries the same percentage weighting.

**Alternative Assessment for Students with Disabilities**

Students with permanent or temporary disabilities have the right to alternative arrangements which are consistent with a commitment to academic excellence and the provision of equality of opportunity to enable students to fulfil course requirements.

Such students should provide documentary evidence of their condition to Student Support, together with any recommendations for special consideration at least two weeks prior to the assessment or examination.

Alternative forms of assessment are usually negotiated between the student, lecturer and Program Leader (in consultation with the Head of School). Issues of validity, reliability and equity, together with ease of marking, will be taken into account when adopting alternatives. See College Disability Action Plan

**Overseas Students**

Students from overseas (both International and Local) who have nominated English as their Second Language on their enrolment form and who have satisfactorily completed the required IELTS or equivalent assessment, may be permitted up to an additional 30 minutes above the allocated time to complete written examinations.
Requests for additional time should be made in writing to Student Support at least two weeks prior to the assessment. In addition, these students are permitted to bring non-electronic translation dictionaries (excluding medical dictionaries) into written examinations.

ASSIGNMENTS

Submission of Assignments

Students are required to submit assignments, together with a completed Statement of Authorship as the Cover Sheet, in accordance with the following:

• Assignments are to be handed in to the lecturer during normal class time.
• Lecturers may ask students to sign their name on the ‘assessment record sheet’ as proof of receipt.
• Assignments will only be accepted by administration staff when they are accompanied by a correctly completed Endeavour extension form which has been signed as approved by the lecturer [refer Request for Extension of Assignment].
• Assignments will not be accepted by Administration in any other circumstances.
• Assignments will not be accepted by the library staff.
• Assignments will not be accepted by the lecturer or any other staff person outside of normal class time or the classroom.
• Where it is not possible to hand the assignment to the lecturer, students are to post their assignment to the College and ensure that the envelope is addressed to the lecturer concerned.
• Students are responsible for ensuring that the assignment reaches the College by the due date.
• Students must keep a copy of each assignment submitted.
• After Week 12, every submitted assignment should be accompanied by a suitably sized and stamped self-addressed envelope or postal package for return to the student. If not submitted with a suitably sized and stamped self-addressed envelope or postal package, it will be assumed that the student does not want the assignment returned and it will be destroyed.

Return of Assignments

Lecturers are to return assignments to students during normal class time. All assignments submitted up to and including Week 11 are to be handed back in class time before the end of semester. When a student is absent from class, the lecturer will hold the assignment until the next time the student is available in class to collect it.

If an assignment is handed in on or after week 12 students who would like their assignments returned to them must provide the lecturer with a suitable stamped self-addressed envelope of
appropriate size when they hand in their assignment. Students who do not provide an envelope when they hand in their assignment will not have that assignment returned to them.

**Request for Extension of Assignment Due Date**

If a student is unable to submit an assignment by the due date because of extenuating circumstances, they can apply for an extension. Requests for extension of time to submit an assignment must be made in advance in writing to the lecturer. Where the request is made after the due date (eg. on medical or compassionate grounds), the relevant documentation should be submitted in support of the request (eg. medical certificate, funeral notice). The request for an extension should be lodged no later than three working days after the due date for the assignment. A copy of the extension request with the approval signature of the lecturer should be attached to the assignment when it is submitted.

Normally, an extension will be granted up to a maximum of four weeks.

**Penalty for Late Submission of Assignment**

An assignment submitted after the due date, without an approved extension, will be penalised. The penalty is a reduction of the mark that would have been allocated to the assessment item by 10% for each day or part day that the item is late, calculated on a daily basis. Assessment items submitted more than five days after the due date are awarded zero marks.

**Deferred Assessment**

If the student is unable to attempt an in class practical or oral assessment or to attend an examination for any of the following reasons, the student may apply for a deferred assessment, providing the appropriate supporting evidence is submitted, together with a Statutory Declaration (eg medical certificate or funeral notice):

- medical grounds verified by an acceptable medical certificate or letter from an appropriate bona fide natural medicine practitioner. **Please note** that the medical certificate or letter must state that you are unfit to sit an exam on the relevant date;
- compassionate grounds, for example, arising from the death of a member of the student’s immediate family, a close relative or friend;
- where a student’s religious convictions preclude attendance at examinations in accordance with the official timetable; and
- other grounds considered sufficiently exceptional or extenuating.

**Please note:** Work and travel commitments are not usually considered a valid reason for deferral.

Applications for Deferred Assessment are to be forwarded to the Student Support no later than three working days after the date of the missed assessment. Applications must not be lodged with lecturers or by any other means, except through Student Support.
The deferred assessment must be completed as per the dates detailed on the annual Student Calendar, or within two weeks for oral and practical assessments. Students will be notified of the time and place for sitting the deferred assessment. Missed assessments not completed at the notified time will normally be awarded zero marks.

EXAMINATIONS

Final Examination

To receive a satisfactory grade for a subject, students must sit the final examination. Final examinations are not returned to students and only rank order results are available upon written request. Feedback on final examinations may be requested in writing to Student Support.

Central Examinations

A central examination means any examination administered by Endeavour administration. These examinations are held in examination week and are timetabled using the following guidelines:

- examinations are held between 9am and 9pm on week days and 8am and 12pm on Saturdays;
- students will not normally be required to undertake examinations on more than three days in succession, nor to take more than four examinations in three successive days. However, if students are studying subjects outside the recommended course structure, this cannot be guaranteed; and
- examinations are to be held on the campus/es where teaching in the subject concerned is normally conducted. Where a subject is offered on two or more campuses, students must attend examinations at the campus at which they attend class.

Attendance at Examinations

Attendance at examinations is compulsory. Students must be available to undertake examinations throughout the period designated for centrally organised examinations as specified in the Semester Timetable and Student Unit Guides or Subject Outlines. A student who fails to attend an examination with no satisfactory explanation receives no mark for the examination unless he or she is granted a deferred examination.

All students are expected to be available on campus for the entire examination period. The examination timetable is published mid-semester so that students have time to make alternate arrangements if necessary (eg for work, travel, other commitments). Incorrectly reading or misunderstanding the examination timetable will not be accepted as a reason for failure to attend an examination.
Only under exceptional circumstances will approval be given for students to make other examination arrangements. Applications for alternative examination arrangements must be made in writing to the Student Support Coordinator as soon as practicable, accompanied by supporting evidence.

**Conduct During Examinations**

Students must sit their examination on the scheduled time and date. **EXAMINATION TIMES ARE NOT NEGOTIABLE.**

- Examination times take precedence over winter school classes.
- Students must assemble adjacent to their examination room at least 15 minutes prior to the scheduled commencement time.
- Students must have photo ID in order to enter the examination room.
- A student may not enter an examination room unless permitted to do so by a supervisor.
- A student may not enter an examination room 30 minutes after the commencement of the writing time for the examination.
- Students must remain seated, in silence, until commencement of the examination.
- No student may leave the examination room within the first 30 minutes of the examination.
- All belongings not necessary to the undertaking of the examination paper must be suitably concealed as directed by the Exam Supervisor.
- Except with the explicit permission of their lecturer, a student shall not utilise or access anything whatsoever which conveys or is capable of conveying information concerning, or otherwise has reference to, any subject, or is such that it may cause suspicion that it is capable of conveying information concerning, or having reference to, any subject. It is immaterial that the subject matter of the material is not one to which the examination relates.
- A student shall not during an examination session communicate by word or otherwise with any other person except a supervisor, or assist any other person to communicate with another person, or willingly receive a communication from any person other than a supervisor.
- A student shall not cheat, attempt to cheat or assist any student to cheat in an examination. Any student found cheating or assisting another student to cheat may be penalised via a failed grade and/or suspension from Endeavour.
- A student suspected by a supervisor of cheating, attempting to cheat or assisting another student to cheat must surrender any book, paper or other material suspected of being for the purpose of cheating to the supervisor if requested.
• At any time, a supervisor may direct a student to move from their seat to another seat specified by the supervisor, and the student must comply without delay and in silence with that direction.
• A student must not remove from the examination room any examination paper, rough notes, paper provided for use during the examination, or other material the property of Endeavour. All such material must be surrendered to the supervisor at the conclusion of the examination.
• If, in the opinion of the examination supervisor, a student’s behaviour is such as to disturb or distract any other student, the supervisor may require the person to leave the examination room.
• Food and drink are not permitted in the examination room (with the exception of water).
• If due to extenuating and unforeseen circumstances, a student is unable to attend their scheduled examination, a Deferred Assessment Application must be forwarded to Administration with accompanying supporting evidence at least 24 hours prior to the scheduled examination time (or earlier where possible) or within three working days after the scheduled examination time.
• Medical reasons for non-attendance require a Medical Certificate or letter from a Practitioner stating the date of consultation and the date of estimated recuperation.

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 Complaints and Appeals processes.

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. As such, 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.

ASSESSMENT RESULTS

Please refer to Section Award of Grades for information regarding Assessment Results and to the information on Complaints and Appeals for information on Grade Reviews and Appeals.

EXTENSIONS

If a student is unable to complete their enrolled subject/s 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 Advisor, 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.

**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.
# COMPLAINTS, GRIEVANCES AND APPEALS

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COMPLAINTS MECHANISMS

Endeavour both supports, and is committed to, continuous quality improvement. The Complaints and Appeals Policy is designed to facilitate confidential resolution of complaints with a minimum of delay and formality for any student or member of the public, including persons seeking to enrol with Endeavour, who believe that they have been unfairly treated and have a complaint against Endeavour. Such complaints may include, but are not limited to, academic matters, discrimination, access and conditions, teaching or support services, provision of Endeavour facilities and clinic services.

Under the Australian Quality Training Framework (AQTF) Endeavour College of Natural Health as a Registered Training Organisation (RTO) is required to address complaints and appeals efficiently and effectively. Endeavour considers it important to be aware of and act on all students’ appeals and complaints. The College aims to respond to appeals and complaints in a fair and equitable manner and to resolve the grievance to the satisfaction of the parties concerned. These procedures are in place to deal with academic and non-academic appeals and complaints, and to guide the actions taken by all parties.

In this Policy the term ‘the parties’ means the aggrieved party (and any person who represents the aggrieved party) and any member of staff or any part of Endeavour being the other party (and any person who represents that member of staff or Endeavour entity).

GRIEVANCE PROCEDURES

The Endeavour College Grievance procedures are guided by the principles of equity and transparency. In accordance with Higher Education and both State and Commonwealth legislation Endeavour College provides appropriate processes for students who wish to make an appeal against an assessment or to provide feedback if they are unsatisfied with any aspect of their studies at Endeavour College. Students are encouraged to provide feedback on the delivery of training provided by the College. Facilities and resources are available to assist students with grievances, complaints and appeals issues.

Students and staff of Endeavour or those seeking to enroll in a course of study with the College are entitled to access the complaints and appeals procedures set out in this section, regardless of the location of the Endeavour campus at which the grievance has occurred, the students’ place of residence or the mode in which they study. This policy and accompanying procedures are applicable to all the Endeavour learning community.

In both academic and non-academic matters, the claimant and the respondent will not be victimised or discriminated against in any of the stages set out in this section. There are separate procedures for academic and non-academic grievances.
Complaints are any concerns which students feel they should not face during their study at the College. Endeavour is committed to providing an environment where every student is treated equally and has access to a system which provides the opportunity to raise any issue or concern they may have. As such, students at the College may raise any matter of concern relating to quality of teaching, student amenities, discrimination or any other issue that may arise. Endeavour College encourages all parties to approach a complaint with an open mind and to attempt to resolve problems through discussion and conciliation.

Appeals are the processes that students must follow when they are not satisfied with a decision made at the College on their behalf. The decision may regard anything such as refund of fees, attendance issues, course progression etc. Students have a right in reasonable cases to review a decision and the College has established an appeals process to assist this. Students can access the appeals process whenever they feel they disadvantaged by a College decision.

MECHANISMS FOR ACADEMIC GRIEVANCES

Academic Grievance Definitions

Academic grievance – a grievance about student academic progress, assessment, curriculum, the quality of course delivery, academic achievement in a course and awards in a course.

Claimant – refers to the person(s) who formally initiates a grievance, complaint or appeal.

Respondent – refers to the person(s) or institution against whom the grievance is lodged.

Formal grievance – refers to the formal lodging of a written grievance, complaint or appeal.

Informal grievance – refers to a range of processes, such as discussion, a request or query lodged with an appropriate staff member.

What are Academic Matters?

Academic matters include those matters that relate to student academic progress, assessment, curriculum, the quality of course delivery, academic achievement in a course, and awards in a course. Examples of academic matters include:

• Assessment marks (see specific processes in this section)
• Final grades (see specific processes in this section)
• Exclusion from study or continual enrolment
• Results of credit transfer or RPL applications
• Findings of allegations of cheating or plagiarism

During all stages of an Academic Grievance Procedure, Endeavour College will take all steps to ensure that the claimant and respondent will not suffer any disadvantage, victimisation or
discrimination as a result of raising a grievance. An explanation in writing for decisions and actions taken at any stage of the processes will be provided if so requested by the claimant or respondent.

The procedures related to academic grievances are available to students regardless of the location of the delivery of the course at which the grievance has arisen, the mode in which they study or their place of residence.

Appropriate confidentiality will be maintained – where possible grievance information disclosure will be limited to those who are legitimately involved in the process of resolving the grievance.

This policy does not replace or modify policies or any other responsibilities that may arise under other Endeavour College policies or under statute or any other law. This policy and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia’s consumer protection laws or the right to pursue other legal remedies.

Feedback from students about academic services and courses offered by Endeavour College is encouraged and would not normally be viewed as a grievance, unless specific action is requested in the form of a complaint. However, in some cases, students may feel that they have experienced unfair or unreasonable treatment, disadvantage or distress, about which they wish to complain.

A grievance raised by a student who has ceased their enrolment with Endeavour College will be also still be considered under this grievance procedure for a period of up to 12 months after their enrolment has ceased. Negotiated solutions will aim to address the key issues and be acceptable to all individuals or parties involved without ascribing blame, victimisation or discrimination.

If the grievance is not resolved through informal procedures, students may access the College’s Formal Academic Grievance Procedure. There is no cost to the claimant for utilising this grievance procedure.

APPEAL AGAINST A MARK OR FINAL GRADE

Students are required to put their appeal in writing using the Appeal a Mark/Final Grade form to Student Support, within 14 days of receipt of the assessment mark, stating in detail the grounds for the appeal. The student shall attach the original assessed copy and a ‘clean’ copy of the assessment piece to the request if it is not an examination or an assessment related to practical or clinical performance.

The student’s appeal against a mark shall be forwarded to relevant Program Leader or Senior Lecturer who shall appoint an independent marker to assess the assessment work using the
‘clean copy’ of the assessment piece. The independent/second marker shall make whatever comments are appropriate to enhance the student’s learning and mark the assessment in accordance with the marking criteria.

Where the independent/second marker awards a higher mark for the assessment, the mark will be counted as the final result and the grade adjusted accordingly. Where the mark given by the independent/second marker is lower than the original, the original mark will stand. The student will be notified in writing within 5 working days of the result of the remark and the comments of the independent/second assessor.

Students who remain dissatisfied with the outcome of an independent remark may appeal the result of the remark following the process set out in Stage 3 – Appealing the Original Decision.

**APPEAL AGAINST A FINAL GRADE**

Students who wish to appeal a final grade are required to put their appeal against the grade in writing to Student Support, within 14 days of final results, stating in detail the reason for the appeal. The student shall attach the original, assessed copies and ‘clean copies’ of the assessment pieces to the request if they are not an examination or assessments related to practical or clinical performance.

The student’s appeal against a final grade shall be forwarded to the relevant Program Leader of Senior Lecturer who shall appoint an independent marker to assess the student’s work using the ‘clean copies’ of the assessment work. The independent/second marker shall make whatever comments are appropriate to enhance the student’s learning and mark the assessment in accordance with the marking criteria.

Where the independent/second marker awards higher marks for the assessments, the marks will be counted towards the final result and the grade adjusted if necessary. Where the remarks are lower than the original marks, the original marks stand. The student will be notified in writing of the result of the remarking process and be advised of the comments of the independent assessor as soon as possible thereafter.

Students who remain dissatisfied with the outcome of an independent remark may appeal the result of the remark following the process set out in Stage 3 – Appealing the Original Decision.

**INFORMAL REVIEW OF MARK**

Students are encouraged to discuss their performance in assessment items during the semester with academic staff, especially so when formative assessments are carried out. Where a student believes that an error or inconsistency has been made in respect of the mark awarded
for an assessment item they should contact the lecturer informally in the first instance and seek an informal review of the mark. If the result of the informal review is that that student still disagrees with the mark then the student may formally appeal the mark.

**PROCEDURE FOR IMPLEMENTATION**

The following steps identify the four key stages by which an academic complaint may be dealt with. Endeavour College provides the following processes to allow the grievance to be formalised. The claimant privacy rights will be assured whilst also ensuring that victimisation and discrimination does not occur at any time during the following stages.

The claimant has the right to be heard on the matter of the complaint at any stage and may be accompanied by a nominated support person when meeting with the College to discuss the complaint.

**Stage 1 – Informal Resolution Process**

Claimant are encouraged to attempt to resolve amicably at an early stage the grievance informally (informal grievance). In the case of academic concerns the matter should be taken up with the lecturer and if resolution cannot be reached they should then seek assistance from the Program Leader (or nominated delegate).

The Program Leader (or nominated delegate) will communicate with the student about the outcome and possible resolution. The communication and outcome will be recorded in the student’s confidential records.

If the grievance is not resolved through informal procedures, students may access the College’s Formal Grievance Procedure. All students have the right to lodge a formal academic grievance. The student is the only person who can lodge an academic grievance. There is no cost to the claimant for utilising this grievance process.

**Stage 2 – Formal Resolution Process**

Formal grievances must be submitted in writing to the Head of School. The claimant should submit a completed Academic Formal Grievance Form available from the website on Student Portal or from Student Services.

Receipt of acknowledgement of the grievance will be made within 5 working days and the grievance resolution process will commence within 10 working days of receipt of the grievance. All reasonable measures will be taken to finalise the process as soon as practicable.
The acknowledgement will:

- Advise the claimant of the process that will be followed and the timeframes that will be required and the steps the claimant should undertake for this stage of the particular grievance.
- Advise the claimant of their rights of appeal.

The Head of School (or delegated nominee) will, if necessary, seek to clarify the outcome that the student hopes to achieve. The Head of School (or delegated nominee) will investigate the grievance and interview anyone associated with the grievance to gain a full understanding of the issues in order to make a considered decision. Clarification may be sought from the student by a verbal or written request or by a face-to-face interview with the student. Both the claimant and/or respondent(s) may be accompanied and assisted by a nominated support person if so desired.

The Head of School (or delegated nominee) will provide a written report to the student on the steps that will be taken to address the grievance. The written report will also include details of the student’s right to appeal the decision and the name and contact details of the person they can appeal to if they are not satisfied with the decision.

The Head of School (or nominated delegate) will provide a written decision to the claimant within 15 working days of the outcome (dependent upon the requirement for re-assessment or provision of further evidence) outlining the reasons for the decision and the name and contact details of the person they can appeal to if they are not satisfied with the decision.

**Stage 3 - Appealing the Original Decision**

If the claimant is dissatisfied with the outcome of their formal grievance, they may lodge a further appeal detailing the reasons for the appeal with the Director of Education within 20 working days of being informed of the decision. The Director of Education (or nominated delegate) will acknowledge receipt of the appeal in writing within 5 working days.

Where the Director of Education (or delegated nominee) seeks clarification from the student or the respondent in the form of face-to-face interviews, both the claimant and/or respondent(s) may be accompanied and assisted by a nominated support person if so desired.

The Director of Education (or delegated nominee) will consider the appeal and any additional evidence provided by the student. The Director of Education (or delegated nominee) will refer the appeal to the Chair of the Complaint Committee to convene a special meeting with 10 working days if possible. Students will be advised of any likely delays for this meeting.
Where the Complaints Committee seeks clarification from the students or the respondent in the form of face-to-face interviews, both the claimant and/or respondents(s) may be accompanied and assisted by a nominated support person if so desired.

The Complaints Committee will refer all matters to the Decision Review Committee that will remain independent from the original decision maker to consider the appeal, and any additional evidence that has been provided by the student. The Decision Review Committee will detail the reasons for their decision and any further actions required to resolve the grievance. The appeal decision may uphold or overturn the decision. If the original decision is overturned, then the student’s grievance is taken to be proved true and further actions required to address the issues will be identified and implemented.

The Director of Education (or delegated nominee) will provide a written report to the student advising the outcome of the appeal and further steps taken to address the grievance.

Students who lodge an appeal must remain enrolled and attend all classes as normal until the process is complete.

The Director of Education is responsible for reviewing appeals relating to grievances in academic matters. Contact details for the Director of Education are:

Dr Nicholas Vardaxis – Director of Education
Endeavour College of Natural Health,
368 Elizabeth Street, Melbourne, VIC, 3000

**Composition of the Complaints Committee**

Membership of the Complaints Committee will normally be:

- A Chairperson, who must be a senior member of staff appointed by the Chair of the Academic Board;
- One member of the Academic Board;
- One member of the Academic staff; and
- A student representative currently enrolled at Endeavour College.

**Composition of the Decision Review Committee**

Membership of the Decision Review Committee will normally be:

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

**Proceedings of Decision Review and Complaints Committee Meetings/Hearings**

Proceedings will be conducted in a closed meeting.

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 claimant has the right to be heard at the meeting and may be accompanied and assisted by a nominated support person, if so desired.

The Chairperson of the Committee may determine the manner in which the proceedings of the meeting are conducted. Meetings/hearings shall be informal in nature.

Any person who is personally involved in the matter to which the complaint/grievance applies may not take part in the hearing or formulation of the Committee’s decision other than to provide information.

**Stage 4- External Independent Review**

If the claimant is dissatisfied with the outcome of their appeal, they may make a written request to the Director of Education for an independent external review of the decision.

The external dispute resolution process is facilitated by the Australian Council for Private Education and Training (ACPET) of which Endeavour College is a member. ACPET provides an independent third party to review grievance decisions. The service provides claimants with access to external independent review of grievance decisions for academic matters.

On receipt of the appeal notice the Director of Education will then advise ACPET in writing of the appeal request within 5 workings days of receipt of appeal.

ACPET can arrange for a Round Table Discussion (RTD) to be held between the College and the student within 10 working days of the written notification from the Director of Education. ACPET do not charge a fee for this service.

If the matter remains unresolved after the RTD then ACPET will appoint an independent mediator within 14 working days of the RTD. ACPET will not play any role in the actual mediation. The mediator, the student and the College will attempt to resolve the grievance.

Students are advised they need to lodge an appeal to ACPET via email and will be required to complete the revised appeal form which includes payment details for this service. The form is available on the ACPET website at:
Students are advised NOT to phone or go into an ACPET office; students can contact ACPET via email ONLY at www.student.appeals@acpet.edu.au

ACPET charges for these services are identified on their website www.acpet.edu.au

Special Note for Students in South Australia:

For students at the South Australian campus, you will need to contact the Office of the Training Advocate for mediation in an Academic Grievance. The Office of the Training Advocate can provide information and advice regarding complaints and will offer prompt attention, confidentiality, respect, fairness, impartiality, recognition of rights and free consultation. The contact details are:

The Office of the Training Advocate,
GPO Box 320, Adelaide 5001
Phone: 1800 006 488
Email: trainingadvocate@saugov.sa.gov.au

The student or the respondent(s) may be accompanied by another nominated support person to meetings with ACPET or the mediator.

The mediator will independently assess the situation and provide an independent decision on the appeal, including any recommendations arising within 14 days of the completion of the review. Once the Director of Education (or nominated delegate) receives the report of the outcomes from the RTD or independent mediation, the Director of Education (or delegated nominee) will provide a written report to the claimant within 10 working days of receipt of the report.

Endeavour College agrees to be bound by the independent mediator’s recommendations. The Director of Education (or delegated nominee) will ensure that any recommendations made are implemented within 30 days of the mediator’s report.

If a grievance still remains unresolved after the external dispute resolution process, the student may decide to refer the matter to an external agency such as the relevant state departments of the Anti-Discrimination Board or The Office of Fair Trading.

Students enrolled in a VET course of study may decide to refer the matter to State Vocational Boards or the National Training Complaints Hotline on 1800 000 674.
Diagrammatic representation of the grievance resolution processes
State Vocational Boards:

Queensland: Queensland Training and Employment Board
New South Wales: Vocational Education & Training Accreditation Board
Victoria: Victorian Registration & Qualification Authority
South Australia: Training & Skills Commission
Western Australia: Training & Accreditation Council

Contact details are available at Student Services.

International/Overseas Students

All international students of Endeavour College or those seeking to enrol in a course of study with Endeavour are entitled to access the complaints/grievance procedures as set out here. The College will maintain the student’s enrolment whilst the grievance process is ongoing. If an international student is concerned about Endeavour’s actions in relation to an academic grievance the student may approach the Department of Education, Employment and Workplace Relations through the ESOS (Education Services for Overseas Students) electronic mailbox esosmailbox@dest.gov.au or the ESOS helpline (02) 6240 5069 or by contacting the relevant State authority for CRICOS Registration:

Queensland
Organisation: Queensland Department of Education
PO Box 15033
Brisbane City East, Queensland 4002

New South Wales
Organisation: NSW Department of Education & Training
Higher Education Directorate Quality & Regulation
GPO Box 33
Sydney, New South Wales 2001

Victoria
Organisation: The Victorian Registration and Qualifications Authority
GPO Box 2317
Melbourne, Victoria 3001

South Australia
Organisation: Department of Further Education, Employment, Science & Technology,
GPO Box 320
Adelaide, South Australia 5001
Western Australia
Organisation
Department of Education Services, Non-Government & International Education Directorate
PO Box 1766
Osborne Park, Western Australia 6916

This policy and the availability of complaints and appeals processes do not remove the right of the international student to take action under Australia’s consumer protection laws or the right to pursue other legal remedies.

See Policy Complaints and Appeals – Academic Grievance.

CONTINUOUS IMPROVEMENT

Any improvement action arising from a student grievance or appeal will be recorded in accordance with the Endeavour College Continuous Improvement Process.

Refer to both ‘Quality Assurance’ and ‘Continuous Quality Improvement Register / Student Feedback Log’ in the Organisational Undertakings section in the latter part of this Student Handbook.
FLEXIBLE LEARNING

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FLEXIBLE LEARNING – DISTANCE AND ONLINE

Endeavour College is committed to achieving greater flexibility in learning and teaching. It is now recognised that students now seek to combine study with paid employment and family commitments, and as such there is a need for greater flexibility in how and where they learn, and new, digital media allows Endeavour the opportunity to better deliver courses in more flexible modes.

In moving towards more flexible learning, Endeavour College recognises that:

• Good quality education is a key to flexible learning.
• The use of digital technologies and communication should enhance rather than diminish the learning experience for Endeavour students.

The following are the policies and procedures that are specific to Online Learning at Endeavour College.

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 of study 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 International Student Adviser 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.

FLEXIBLE DELIVERY

Enrolment is in accordance with the Endeavour College of Natural Health Entry Requirements outlined previously. This includes undertaking an interview either at a campus or over the phone with an Enrolment Adviser.

A student has the option to undertake a combination of flexible delivery modes where applicable. This includes:

• External Paper-Based Subjects
• Online Enabled External Subjects
• Online
Once an interview has been completed and the student deemed admissible by an Enrolment Adviser, the enrolment forms have been completed and the QTAC or VTAC notification has been received, a student’s External Studies materials will be dispatched to the postal address provided by the student. Alternatively, the student will receive notification via email of their login information for Endeavour Online Learning.

Once the enrolment process is complete a student will receive a confirmation of enrolment, a receipt and an acceptance notice, confirming that their subject enrolment has been received, everything has been processed and that their package of learning materials should arrive in 10 working days.

PLEASE NOTE THAT NO ENDEAVOUR COLLEGE DEGREE COURSE CAN BE COMPLETED WHOLLY THROUGH FLEXIBLE DELIVERY. THERE ARE CLEAR RECOMMENDATIONS BY REGULATORY, PROFESSIONAL and REGISTRATION BODIES THAT THE COLLEGE ABIDES BY.

ENTRY REQUIREMENTS

Enrolment is in accordance with Endeavour Entry Requirements 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. Enrolment in New South Wales, South Australia and Western Australia is undertaken directly at Endeavour campuses in those states.

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 sent to the student 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 all required materials within 10 working days.

ONLINE LEARNING AND THE ENDEAVOUR FLEXIBLE LEARNING UNIT

The Endeavour Flexible Learning Unit (EFLU) 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 Online Enabled, or Online modes of delivery. Under special circumstances, some subjects may be delivered in a paper-based mode.

Paper Based Subjects – general conditions
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 if assistance is required. Assessments are written assignments submitted via post, and the final examination is undertaken under supervision 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 other students 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.**

If a Flexible Delivery student is 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 a Student Advisor 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.

**LEARNING AND TEACHING MODES AT ENDEAVOUR**

Endeavour College has several different modes of learning and teaching, which are used as appropriate to give the student the best chance of achieving the learning outcomes of each subject they study:

*Face to Face*

In the main, teaching and learning practice at Endeavour is conducted through face to face delivery, which is centred on the relationship between the student and the lecturer or supervisor in a variety of settings including lectures, tutorials, laboratory/practical and clinical sessions.

This underpins the mix of academic and practical learning outcomes by exposing students to passionate lecturers and clinicians who deliver material using best teaching practice in natural health education. Face to Face delivery is offered at all campuses throughout Australia. Like the majority of Universities, Endeavour gives access to materials, class handouts, PowerPoint presentations, articles and research papers via its Learning Management System, MOODLE and its e-portal.

Endeavour remains committed to the highest quality clinical practicum learning experiences and all clinical teaching is carried out in this face to face mode.

*Classroom Enhanced*

Classroom enhanced (CE) is an extension of face to face teaching. It is a methodology to ensure that tutorials, as they relate to weekly lectures, provide a rich and deep learning experience for the student. As with other classes, CE materials are accessed via the MOODLE platform. CE subjects are offered for specific subjects where the content can be effectively delivered using a self-paced learning tool.

Specific and engaging tutorial activities have been designed to accompany the lecture material. Classroom enhanced activities may include: peer-learning groups for enhanced critical thinking, web-based interactive activities, concept maps and web projects for reflective learning. This ensures every student, who takes a CE extension will have access to the same quality learning resources nationally.
Classroom enhanced activities will occur in some subjects under the guidance of a “CE specialist”. Clinical Practicums are not offered in this tutorial mode.

**Online Learning**

In alignment with modern academic practice and advances in technology, Endeavour has invested heavily in the creation of online learning subjects for a variety of courses. Once again students access their online subject through the Learning Management System, MOODLE, with the difference being that the entire course, including assessments and exams may be taken online. While this parallels the classroom experience, it is a learning methodology that offers flexibility and self-paced learning for the student. The use of technology can also make available rich resources to the learner that provide for an immersive learning experience that is engaging and tailored to individual needs.

Undertaking an online learning subject means the students do not attend a class, rather all activity occurs in virtual classrooms supported by an online academic so that the peer group can and does contribute to the individual’s learning. As many of our subjects require clinical practicums, not all subjects are suited to this mode of delivery.

Online learning supports Endeavour’s core value of providing innovative educational solutions that foster the enquiring mind. Online learning includes camtasia recordings, discussion boards, guest tutor and pop quizzes. Clinical Practicums are not offered via online learning.

**FEES AND PAYMENTS**

Tuition fees for Online Learning units 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 the Section on Fees in this Handbook for further information on other fees applicable. Fees are also listed on the Endeavour College website.

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

**COMBINED ONLINE LEARNING 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 access the Flexible Delivery materials.

**ASSESSMENTS**

**Assessment requirements for Flexible Delivery**

Information regarding assessments is contained in the Subject Outline/Introductory Guide for the subject. Some Flexible Delivery subjects only have 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 always be kept* as a record in case the original is lost in transit.

Some other areas to be considered when submitting assessments:

- each piece of assessment must be submitted;
- assessments must be submitted in progressive order according to the *Introductory Guide* and students must wait for academic feedback before submitting the next assessment;
- all assignments must be referenced according to Endeavour requirements;
- 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
- 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. If a folder or binder is sent it 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.

**ONLINE LEARNING EXAMINATIONS**

Online Learning students can undertake examinations externally or on-campus. Flexible Delivery 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 must be submitted (See Assessment Section in this Handbook). 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.

**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 14 days 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.

**GRADUATION**

Graduation Ceremonies are held each year. This is an opportunity for all students and lecturers to wish each other well, discuss career paths and celebrate. Flexible delivery students are also entitled to attend Graduation Ceremonies if they are able to attend.

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.
TUTOR ROLE

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

STUDENT SERVICES ROLE

The Student Advisor 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 and is available for all Flexible Delivery students. Contact a Student Advisor by contacting the closest local campus.

OFFICE HOURS

Normal hours of business for Student Support for Flexible Delivery students are between 9.00am to 5.00pm, Monday to 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 on 1300 4 NATURAL.
ACADEMIC INTEGRITY & MISCONDUCT

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ACADEMIC MISCONDUCT

Students at Endeavour College are expected to maintain the highest standards of academic conduct. The majority of Endeavour students conduct themselves with integrity and are disturbed when they observe others cheating. The information provided here are to assist students in avoiding unintentional misconduct and clarify the consequences of cheating.

Cheating harms the Endeavour learning community in many ways. Honest students are frustrated by the unfairness of cheating that goes undetected and therefore unpunished. Students who cheat change the average of marks achieved overall. Students who cheat also cheat themselves of a real education.

You are guilty of cheating whenever you present as your own work something that you did not do. You are also guilty of cheating if you help someone else to cheat.

Finally, all health care professions have codes of ethics, standards to which you will be expected to adhere when you are working. At Endeavour College you practice the integrity and professionalism you must demonstrate later. For all of these reasons, academic misconduct is considered a serious offense at the Endeavour College.

COLLABORATION

Studies on teaching and learning techniques now recognise the value of collaborative learning; students are often encouraged to form study groups and assigned group projects. Group study often results in accelerated learning, but only when each student takes responsibility for mastering all the material before the group.

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.

Group projects require careful division of responsibility and careful coordination to control the quality of the final product. Collective work quickly degenerates when some students see it as a way to get through an assignment with the least amount of effort. Group work calls for a different kind of effort, not less of it. When group projects are assigned, your lecturer is usually interested in your mastery of group process as well as the subject. If you are unclear what is required ask your lecturer to clarify individual responsibilities and suggest a method of proceeding.

Unless collaboration in the assessment task is specified as a requirement, students are required to 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, CHEATING & OTHER ACADEMIC MISCONDUCT**

**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.

One of the most common forms of cheating is *plagiarism*, using another person’s words or ideas without proper citation. When students plagiarise, they usually do so in one of the following ways:

*Using another writer's words without proper citation.* If you use another person’s/writer's words, you must place quotation marks around the quoted material and include a footnote or other indication of the source of the quotation.

*Using another person’s/writer's ideas without proper citation.* When you use another author's ideas, you must indicate with footnotes or other means where this information can be found. Your lecturers want to know which ideas and judgments are yours and which you arrived at by consulting other sources. Even if you arrived at the same judgment on your own, you need to acknowledge that the person/writer you consulted also came up with the idea.

*Citing your source but reproducing the exact words of a printed source without quotation marks.* This makes it appear that you have paraphrased rather than borrowed the author's exact words.

*Borrowing the structure of another author’s phrases or sentences without crediting the author from whom it came.* This kind of plagiarism usually occurs out of laziness: it is easier to replicate another writer's style than to think about what you have read and then put it in your own words.

*Borrowing all or part of another student’s paper or using someone else’s outline to write your own paper.*

*Using a paper writing "service" or having a friend write the paper for you.* Regardless of whether you pay a stranger or have a friend do it, it is a breach of academic honesty to hand in work that is not your own or to use parts of another student’s paper.

**Note:** The guidelines that define plagiarism also apply to information secured on internet websites. Internet references must specify precisely where the information was obtained and where it can be found.
You may think that citing another author’s work will lower the grading of your assessment materials. In some unusual cases this may be true, if your lecturer has indicated that you must write your paper without reading additional material. But in fact, as you progress in your studies, you will be expected to show that you are familiar with important work in your field and can use this work to further your own thinking. The key to avoiding plagiarism is that you show clearly where your own thinking ends and someone else’s begins.

**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 unauthorised information, materials or aids into an examination, irrespective of whether the unauthorised objects relate directly to the examination content (refer to Examination Policy);
- Using unauthorised 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.

Other academic misconduct includes, but is not limited to:
a. tampering, or attempting to tamper, with examination scripts, class work, grades or class records;
b. failing to abide by directions of a member of lecturing staff regarding individual responsibility for the submission of assessable work, including that for any group work submitted;
c. acquiring, or attempting to acquire, possessing, or distributing examination materials or information without the approval of the Lecturer;
d. impersonating another student, or arranging for anyone to impersonate a student, in an examination or other assessment task;
e. falsifying or fabricating clinical, practical or laboratory reports;
f. altering group assessment work that has been agreed as final by all participating students prior to submission without the collaborating students’ consent; and
g. use of taped, recorded or videotaped lectures, tutorials or other classes in a way that infringes another person’s privacy or intellectual property rights - for example, by publishing or distributing a recording without permission from the Lecturer.

**PLAGIARISM DETECTION SOFTWARE – TURNITIN®**

Endeavour College uses the automatic plagiarism detection package, Turnitin®. Turnitin is online web-based text-matching software that works by comparing electronically submitted papers to billions of pages of content located on the Internet and proprietary databases as well as the work of other students whose papers have also been submitted into the system. This software is currently used by many universities in Australia and internationally. Use of this software will provide a valuable addition to existing methods for supporting the College’s policy on academic honesty.

When student papers are submitted into Turnitin, sections of the papers that match other sources are highlighted and identified. The student paper with the highlighted matched text forms an Originality Report and is made available to the lecturer concerned. Turnitin cannot make a judgement regarding whether plagiarism has occurred. It is the responsibility of the lecturer in charge of a subject to determine the quality of the Originality Report and to assess whether parts identified by Turnitin as non-original may be reasonably considered as plagiarism. When students submit assignments they must make the following declaration regarding plagiarism:

“I declare that the work submitted is entirely my own work and that I have given due acknowledgement to cited sources. Except where I have clearly stated that I have used some of this material elsewhere, it has not been presented for assessment in any course or subject previously, at this or any other institution. I understand that the work submitted can be reproduced for the purpose of detecting plagiarism.”

More information is available online at Endeavour sites and also at:

http://www.turnitin.com/static/index.html
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. Cases of unintentional plagiarism may require resubmission of work.

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 these types of actions.

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 has a right of appeal against an academic decision. Refer to Academic Misconduct Policy

APPEALING ACADEMIC MISCONDUCT

A student found by the Head of School to have engaged in academic misconduct may, provided they have grounds as specified as follows, appeal, in writing, to the Head of School.

The student must ensure that any appeal against academic misconduct, together with supporting evidence, is received by the Head of School, within 15 working days from the date of the letter advising the decision of academic misconduct.

An appeal against a decision of academic misconduct can only be made on one or more of the following grounds, which must be addressed in the appeal letter/document:

- that the student considers there is evidence that a determination made by a Lecturer, Program Leader, Head of School was made in breach of procedural fairness;
- that the student does not agree that the allegation is correct;
- that the student considers that there is now substantial new evidence relating to the original allegation of academic misconduct, which was not previously available to the Head of School; and
- that the student considers that the penalty imposed by the Head of School was too severe.

The Head of School may determine that there are no valid grounds for appeal, and that the appeal will therefore not be heard.

Hearing an Appeal

If the Head of School considers that there appears to be valid grounds for an appeal, the Head of School will arrange a meeting to hear the appeal. The meeting will be held no later than 20 working days, from the date on which the appeal is received and the student will be given no less than seven working days notice of the meeting.

The Head of School will advise the student, by express post and/or email, of the date, time and place of the meeting, send them copies of all papers to be considered at the meeting and invite the student to attend, to present a case in person. The Head of School will also inform the
student that the Director of Education will attend to advise on procedural fairness and that the student may be assisted at the meeting by a fellow enrolled student, a member of Endeavour staff, or parent or guardian.

**PENALTIES FOR CHEATING**

If the determination is that the student has cheated, the Head of School in consultation with 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 offender 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.

See Academic Misconduct Policy
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 Director of Education, Head of School, the Program Leader or Senior Lecturer whom the Head of School consults about a cheating allegation, members of Academic Appeals Committee of the Academic Board.

INFORMATION SERVICES AND COPYRIGHT

Endeavour College libraries are a central part of the College’s academic learning community. Information Services refers to the services provided by the library to the students and staff of the Endeavour in their pursuit of knowledge and research.

COPYRIGHT

Computer software – all software used by Endeavour College is copyright and may not be copied without permission from the College and the software owner. Endeavour College does not engage in illegal activities nor condone piracy by others, regardless if they are students or staff. Disciplinary action will be undertaken in cases of software piracy. Endeavour College maintains all copyright licences required under legislation.

Printed matter – students may have legal copies of materials for study and educational purposes provided they conform to the Copyright Act and requirements. A copyright owner is entitled to take legal action against a person who infringes this copyright. Unless otherwise permitted by the Copyright Act, unauthorised copying of a work in which copyright subsists may infringe the copyright of that work.

Where making a copy of a work is ‘fair dealing’ under section 40 of the Copyright Act, making a copy is not an infringement of the copyright of the work. It is fair dealing to make a copy, for the purpose of research or study, of one or more articles on the same subject matter in a periodical publication or, in the case of any other work, of a reasonable portion of a work. In the case of a published work that is of not less than ten pages and is not an artistic work, 10 percent of the total numbers of pages, or one chapter, is a reasonable portion.
More extensive copying may constitute fair dealing for the purpose of research or study. To determine if it does, please refer to the criteria set out in the sub-section 40 (2) of the Copyright Act. Please contact College Library staff for further clarification on copyright issues.

**WHAT IS COPYRIGHT?**

Copyright is a right which arises automatically on the expression of an idea in a tangible form. An idea is not protected by copyright until it is recorded in some way, for example as a computer file, written down or drawn. It gives legal protection to the creators of certain kinds of works to prevent unfair use of the work.

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, CDROMS etc, and on-line (including anything found via the World Wide Web or any other mechanism which is part of the Internet).

**WHAT DOES COPYRIGHT PROTECT?**

It protects:

- Literary works e.g. books, newspaper articles, text on a website, course materials.
- Sound recordings e.g. tapes, CDs, audio (MP3) files.
- Films, including videos; broadcasts and cable programmes; and audio-visual files.
- Artistic works e.g. paintings, photographs, technical drawings, maps.
- Typographical arrangements e.g. a literary work outside the period of protection, if published, will be protected against copying of the layout or arrangement of text (such as by a photocopier or scanner).
- Dramatic and musical works e.g. operas, plays.

**HOW LONG DOES COPYRIGHT PROTECTION LAST?**

Protection generally lasts for the life of the author or creator plus 70 years.

Copyright in the typographical arrangement of a literary work rests with the publisher for 25 years following the date of publication.
WHAT IS INFRINGEMENT OF COPYRIGHT?

Copyright gives the owner of the copyright itself, usually be the person who created the work, the exclusive right to:

• Copy the work.
• Issue copies to the public.
• Rent or lend the work.
• Publicly perform, show or play the work.
• Broadcast the work.
• Change the work.

Unless you are the owner of the copyright, it is generally illegal to do any of the above unless you fall within one of a few exceptions and these are explained as follows:

**General Guidelines**

Endeavour College wants all enrolled students to get the maximum benefit from all equipment and materials provided in courses of study, but students must be aware that they must comply with copyright laws in all areas such as assessments.

As part of all courses students will use copyright materials (such as text books, course materials, electronic databases, and materials held within with Endeavour Libraries) and College equipment (such as computers, scanners and photocopiers) and in doing so students must not break copyright laws.

If you are in any doubt, please talk to your lecturer or College librarians. The College will not be responsible for, or approve, any action by students which breaks copyright law.

Copying or making use of materials other than in accordance with this policy may lead to disciplinary action being taken against the student. See Academic Misconduct Policy.

Students should be aware that the College makes use of a plagiarism detection service. In detecting instances of plagiarism this system will also identify examples of breach of copyright or misuse of copyright material. In order to avoid issues arising out of plagiarism and/or copyright breach (such as failure of assessment or disciplinary action), students should ensure that they abide by the guidelines below. Lecturing and Librarian staff will be able to advise students on appropriate practice and the use of an accepted system of referencing.

**Copyright Permitted Uses for Students**

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). The following guidelines should also be followed:

a. Students should review materials to see whether it states what use you can make of it. If there are doubts about whether you permitted to copy any materials students should check with their lecturers or College librarians.
b. Copying of a very small part of a copyright work for a student’s own research and private study (e.g. one page of a text book, a short paragraph from a journal or article) can be used.
c. Check with lecturers or Program Leaders before making copies of College course materials. It is generally acceptable for the student’s own research and private study.
d. The quoting of a few lines from an article or book in a students work, as an example or illustration.
e. The taking of notes in a student’s own words in lectures and from books and other materials.
f. Acknowledging and attributing the source and author of material used by the student (e.g. give the name of the author and the book, journal, article etc from which the material was taken by you). Your lecturer will advise you on the accepted way of doing this.
g. Using materials from the Internet and other sources in any way which is expressly permitted by the author of the material. If it says on the site that you are free to copy and use the material you can do so, but please be careful about restrictions (e.g. for educational use only). Remember this does not include materials created by someone other than the owner of the site. If in doubt send an email to the owner of the site to check.
h. Care should be taken when moving between sites using links. Students must check each individual site for permission to copy.

Use of Quotation & 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 utilise, 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.
Prohibited copyright uses

Students should not:

- Make multiple copies of any copyright materials including College materials.
- Make further copies of third party materials which someone else has obtained i.e. don't copy a copy, unless the student is sure they are entitled to do so.
- Incorporate material, including material from the Internet or e-mail, into any of work except as expressly authorised by the author of the work or your lecturer.
- Download or copy any music (e.g. MP3 files) using College equipment. The network is monitored closely for this type of use.
- Download or copy audio-visual files (e.g. film clips, music videos) using College equipment. The network is monitored closely for this type of use.
- Download, print or re-use material from a website unless the Site gives permission. If there is a print or download button one copy can be printed or downloaded for personal use.
- Copy or download computer software.
- Pass to someone else your College course material or copies of them.
- Use on-line databases except as expressly authorised on the database; if in doubt, check with a College librarian.
- Scan copyright material using College equipment, except as permitted by the College Copyright license.
- Incorporate graphics, photographs, audio visual clips etc. in your own work unless you have clear permission from the copyright owner.
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ORGANISATIONAL UNDERTAKINGS

GENERAL RESPONSIBILITIES

Endeavour College Responsibilities

The College 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, procedures and guidelines are developed and disseminated publicly. They are implemented consistently and reviewed regularly to ensure quality and equity.

Student Responsibilities

It is the student’s responsibility to ensure all Endeavour policies, procedures and guidelines 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.

WORKPLACE HEALTH AND SAFETY

Staff and students can expect a safe study and work environment. To this end safety information is displayed in prominent positions around the campuses. All directives of the Workplace Health and Safety Representatives should be followed.

The policy of the College is to achieve the highest attainable level of occupational health and safety (OH & S) for its students, employees and visitors to College campuses (such as clinic clients) throughout all area of its activities.

Endeavour has a major commitment to the principle of prevention of workplace injuries. All staff and students must accept their responsibilities under Commonwealth and State Occupational Health and Safety Acts by following College policies and procedures and acting in a way that prevents harm to themselves and others. See Section of Occupational Health and Safety.

GENERAL RESPONSIBILITIES OF ENDEAVOUR STAFF

It is the responsibility of all college personnel to ensure the implementation of safety systems appropriate to their level of operational responsibility and in accord with the technology provided.
It is the responsibility of all College personnel to ensure the implementation of safety systems appropriate to their operational responsibility and in accord with current technology and the enforcement of statutory and College safety regulations and procedures.

It is the responsibility of supervisory staff at every level to ensure that safe working procedures are clearly understood and consistently observed.

All staff and lecturers shall also ensure that all equipment in use is in safe working order and that workplace conditions are maintained at a high standard. If you as a student become aware of any dangerous equipment, please notify your supervisor immediately!

RESPONSIBILITIES OF ENDEAVOUR COLLEGE

The College understands and abides by its responsibilities to ensure the health, safety and welfare at work of all the employees, students and clients. These responsibilities include but are not limited to:

- Supporting rehabilitation and counselling programs to assist injured employees or students
- Reporting any serious accidents as required by law
- Maintaining an “accident record register” in which details of all injuries are shown
- Providing safe systems of work
- Providing safe premises through workplace planning, design and operation
- Providing information, instruction, training and supervision
- Providing a suitable and safe working environment and facilities.

GENERAL RESPONSIBILITIES OF ENDEAVOUR STUDENTS

Students have the following obligations in relation to occupational health and safety:

- Following the OH & S policies of the College
- Behaving in a way that prevents harm to themselves and others
- Reporting any accidents or incidents immediately
- Not entering College premises whilst under the influence of non-prescription drugs or alcohol
- Not coming to College whilst suffering infectious illness
- Obtaining medical certificates wherever possible or when required
- Keeping all forms and certificates in relation to accidents or incidents.

Student Clinic health and safety guidelines are outlined in the Clinic Handbook.
Workplace Health and Safety Representatives for each campus are available at Campus Administration.

**SEXUAL HARRASSMENT**

Endeavour College has a number of policies, procedures and guidelines in relation to its commitment to equal opportunity in employment and education. Maintaining an environment that is free from sexual harassment is an important part of that commitment. Sexual harassment is unacceptable behaviour and denies the respect for the rights of students and staff to fair and equitable treatment. Behaviour that constitutes sexual harassment also goes against the College Code of Conduct.

The College policy on Sexual Harassment defines sexual harassment, provides an internal procedure for dealing with issues and complaints of sexual harassment, and ensures complaints are dealt with fairly, sensitively, and promptly.

The Commonwealth Sex Discrimination Act 1984 defines sexual harassment and makes it unlawful in, amongst other areas public life, employment and education. It also sets out those relationships in which sexual harassment is unlawful. In the case of Endeavour College those relationships include:

- Employee to employee or prospective employee;
- Employee to student or prospective student;
- Student to student, or student to employee;
- Either employee or student to member of the public or the employee of another organisation, in the course of College business.

**WHAT IS SEXUAL HARASSMENT?**

Sexual harassment is defined as the unwelcome physical contact or behaviour which offends, intimidates, embarrasses or humiliates a person. It can be instigated by either a male or a female. The main distinguishing feature of sexual harassment is that it is behaviour with a sexual component which is unwelcome, unsolicited and unreciprocated. It has nothing to do with mutual attraction, consensual romantic involvement or friendship.

Sexual harassment includes, but is not limited to:

- unwelcome physical touching, including patting, kissing and embracing;
- unnecessary familiarity, such as deliberately brushing up against someone;
- invitations or requests for sexual favours;
- persistent following or stalking;
• staring or leering at someone, or at parts of their body;
• wolf-whistling, making catcalls or obscene gestures;
• suggestive comments, innuendoes, propositions or jokes;
• sexually explicit pictures, posters, cartoons, and graffiti;
• sexually explicit emails or text messages;
• intrusive comments and/or questions about a person’s private life or body.

It is the way the behaviour is perceived that determines whether sexual harassment has occurred. Some forms of sexual conduct which are considered innocuous by some people may be considered offensive by others. Furthermore, behaviour which is acceptable in one culture may be regarded as unacceptable or offensive in another. As Endeavour College is a multi-cultural organisation this is extremely important.

Sexual harassment involving a physically violent and/or coercive component is considered sexual assault and is a criminal offence.

EFFECTS OF SEXUAL HARASSMENT

Sexual harassment is a serious issue, which undermines morale and can adversely affect the ability of staff and students to achieve their full potential within Endeavour College.

It is now recognised that for students, sexual harassment can result in poor study performance, unfair academic results, absenteeism, withdrawal from particular units of study or from the College completely, and reduced career prospects.

For staff, sexual harassment can result in lower productivity, poor quality work, low staff morale, absenteeism, accidents due to distraction from work, and resignations.

THE PREVENTION OF SEXUAL HARASSMENT

It is the responsibility of all staff and students to maintain the College’s policy on the prevention of sexual harassment. Everyone can and should contribute to the elimination of sexual harassment.

Taking action can be as simple as speaking up and making it clear that you find such behaviour unacceptable; offering appropriate support to people who are being harassed; and, promoting mutual respect between individuals.

Endeavour teaching staff, supervisors and College have a particular responsibility to ensure that their areas are free from sexual harassment. This includes:
• Ensuring that both staff and students are aware of appropriate and acceptable standards of behaviour;
• Ensuring that the College policy is read and understood, including the procedures for resolving complaints;
• Taking early corrective action to deal with behaviour that may constitute sexual harassment;
• Promoting awareness programs designed to prevent sexual harassment in the College learning community.

Endeavour College has established procedures to assist any member of staff or student who may have experienced sexual harassment. Confidentiality and the rights of both the claimant and alleged harasser are respected.

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 (see Sexual Harassment Policy and Procedures).

MECHANISMS FOR NON-ACADEMIC GRIEVANCES

Non-academic Grievance Definitions

Claimant – refers to the person(s) who formally instigate a grievance, complaint or appeal.

Respondent – refers to the person(s) or institution against whom the grievance is lodged.

Formal grievance – refers to the formal lodging of a written grievance or complaint

Informal grievance – refers to a range of processes, such as discussion a request or query lodged with an appropriate staff member.

Non-Academic Matters

Non-academic matters include those matters that do NOT relate to student progress, assessment, curriculum and award in a course(s). This policy also extends to complaints about breaches of personal information by the College relating to information obtained by the College for the purposes of FEE HELP assistance and repayment of FEEHELP loans. Non-academic matters may include, but are not limited to, operational, administrative, discrimination and harassment issues.

Examples non-academic matters include:

• Sexual harassment
• Racial or sexual discrimination
• Unfair treatment
• Physical or verbal abuse
• Concerns about campus facilities, environment, occupational health and safety or equipment
• Concerns about clinic operations and facilities

During all stages of the Grievance Procedure, Endeavour College will take steps to ensure that the claimant and respondent will not suffer any disadvantage, victimisation or discrimination as a result of raising a grievance.

An explanation in writing for decisions and actions taken at any stage of the processes will be provided is so requested by the claimant or the respondent.

The procedures related to this policy are available to students regardless of the location of the campus at which the grievance has arisen.

Appropriate confidentiality will be maintained – where possible grievance information disclosure will be limited to those who are legitimately involved in the process of resolving the grievance.

This policy does not replace or modify policies or any other responsibilities that may arise under other Endeavour College policies or under statute or any other law. This policy and the availability of complaints and appeals processes do not remove the right of the student or client to take action under Australia’s consumer protection laws or the right to pursue other legal remedies.

Feedback from students or clients about services, courses offered, staff, policies and procedures is encouraged and would not normally be viewed as a grievance, unless specific action is requested. However, in some cases, students, clients or staff may feel that they have experienced unfair or unreasonable treatment, disadvantage or distress, which they wish to complain about.

A grievance raised by a student who has ceased their enrolment with Endeavour College will be considered under this grievance procedure for a period of up to 12 months after their enrolment has ceased.

Negotiated solutions will aim to address the key issues and be acceptable to all individuals or parties involved without ascribing blame, victimisation or discrimination.

If the grievance is not resolved through informal procedures, students can access the College’s Formal Non-Academic Grievance procedure. There is no cost to the claimant for utilizing this grievance procedure.

Procedure for Implementation

The following steps detailed below identify the four key stages by which a non-academic complaint may be dealt with. Endeavour College provides the following processes to allow the
grievance to be formalised. The claimant’s privacy rights will be assured whilst ensuring that victimisation and discrimination does not occur at any time during the following stages.

The claimant has the right to be heard on the matter of the complaint at any stage and may be accompanied by a nominated support person when meeting with the College to discuss the complaint.

**Stage 1 – Informal Grievance**

Claimants are encouraged initially to seek explanation and attempt to resolve the grievance informally (informal grievance) in the following ways:

- Speaking directly with the person concerned to resolve the problem such as the Clinic Supervisor, Director of Facilities, Student Advisers, Student Support Coordinators etc.
- Requesting mediation in meetings that aim to resolve the issue or grievance
- Seeking the assistance of the Program Leader or Head of School if necessary

If the grievance is not resolved through informal procedures, claimants have access to the following formal grievance procedures. All claimants have the right to lodge a formal non-academic grievance. The claimant is the only person who can lodge a non-academic grievance. There is no cost to the claimant for utilising this grievance procedure.

**Stage 2 – Formal Grievance**

This formal grievance procedure begins when a current or prospective student or client states in writing that they have a grievance in relation to a non-academic matter. The claimant should submit a Formal Non-Academic Grievance Form available from the website on Student Portal or from Student Services. The Formal Grievance must be submitted to Student Support Coordinators. The grievance will then be forwarded to the relevant Department Manager (or delegated nominee) for review.

The receipt of the grievance will be acknowledged within 5 working days, informing the claimant of receipt of their grievance. The acknowledgement will:

- Advise the claimant of the process that will be followed and the timeframes that will be required and the steps the claimant should undertake for this stage of the particular grievance
- Advise the claimant of their rights of appeal.

The grievance resolution process commences within 10 working days and all reasonable measures will be undertaken to finalise the process as soon as practicable. The relevant Department Manager (or nominated delegate) will investigate the grievance and interview any persons associated with the grievance to gain a full understanding of the issues in order to make a considered decision. Both the claimant and/or the respondent may be accompanied and assisted by a nominated support person if so desired.
The relevant Department Manager (or nominated delegate) will provide a written decision to the claimant within 15 working days, outlining the reasons for the decision and the claimant’s right to appeal and contact details of the person they can appeal to if not satisfied with the decision.

**Stage 3 – Appealing the Original Decision**

If the claimant is dissatisfied with the outcome of the formal grievance process and wishes to appeal the initial decision they must do so in writing within 20 working days of being informed of the decision. The Director of Education is responsible for reviewing appeals relating to all non-academic grievances. Contact details for the Director of Education are:

Dr Nicholas Vardaxis, - The Director of Education  
Endeavour College of Natural Health,  
368 Elizabeth Street,  
Melbourne VIC 3000

The Director of Education (or nominated delegate), who is senior to, and independent from the original decision maker (Department Manager) will acknowledge receipt of the request in writing within 5 working days. The claimant will be advised on any likely delays that may arise.

The Director of Education will convene a review panel (of at least 3 persons who are independent of the grievance and have relevant understanding or expertise) as soon as possible to review the original decision and interview any persons related to the grievance.

Both the claimant and/or respondent (s) may be accompanied and assisted by a nominated support person if so desired.

The decision of the panel will be provided to the claimant in writing, outlining the reasons for the decision within 28 days of receipt of the appeal.

The appeal decision may uphold or overturn the original decision. If the original decision is overturned, then the grievance is taken to be proved true and further actions required to address the issues will be identified and implemented.

If the appeal is rejected, the claimant will be advised of a final step allowing an independent external review of the decision.

**Stage 4 – External Independent Review**

Where the claimant is dissatisfied with the outcome of their appeal they may make a written request to the Director of Education for an independent external review of the decision.

The external dispute resolution process is facilitated by the Australian Council for Private Education and Training (ACPET) of which Endeavour College is a member. ACPET provides an
independent third party to review grievance decisions. The service provides claimants with access to external independent review of grievance decisions for non-academic matters.

The claimant has 20 working days from the date they receive the decision from previous process to appeal to the independent third party. The appeal must be in writing outlining the reasons for appealing the decision and be provided to the Director of Education.

On receipt of the appeal notice the Director of Education will initiate the external review the external review process with ACPET. ACPET charges for external review services are identified on their website www.acpet.edu.au

The external reviewer will interview affected parties and then independently assess the situation and provide an independent decision on the appeal. Both the claimant and/or respondent may be accompanied and assisted by a third party if so desired during the external review process.

If the external reviewer is unable to make a decision they will write to affected parties who will then be free to pursue other remedies under the law.

When the external reviewer is able to make a decision on the appeal they will contact each party in writing setting out the details of the decision. Each party will then be advised to write to the other committing to abide by the agreements of the external reviewers decision.

Subject to the nature and scope of the appeal the independent review processes should be finalised within 30 days of the receipt of the claimant’s appeal letter.

Endeavour College agrees to be bound by the decisions of the external reviewer. The Director of Education will ensure that any recommendations arising from the external review are implemented within 30 days of receipt of the external reviewer’s report.

If the Grievance remains unresolved after the external dispute resolution process, the claimant may decide to refer the matter to an external agency such as the relevant state departments of the Anti-Discrimination Board or the Office of Fair Trading.

**Special Note for Students in South Australia:**

For students at the South Australian campus, you will need to contact the Office of the Training Advocate for mediation in a Non-Academic Grievance. The Office of the Training Advocate can provide information and advice regarding complaints and will offer prompt attention, confidentiality, respect, fairness, impartiality, recognition of rights and free consultation. The contact details are:

The Office of the Training Advocate,
GPO Box 320, Adelaide, SA 5001
Phone: 1800 006 488
Email: trainingadvocate@sa.gov.au
Students enrolled in a VET course of study may decide to refer the matter to State Vocational Boards or the National Training Complaints Hotline on 1800 000 674.

**State vocational Boards:**

Queensland: Queensland Training and Employment Board

New South Wales: Vocational Education & Training Accreditation Board

Victoria: Victorian Registration & Qualification Authority

South Australia: Training & Skills Commission

Western Australia: Training & Accreditation Council

Contact details for each State Board are available from Student Services at each campus.

**Continuous Improvement**

Any improvement action arising from a non-academic grievance or appeal will be recorded in accordance with the Endeavour College Continuous Improvement Process.

**Record Keeping and Confidentiality**

Records of all grievances (academic and non-academic) and their outcomes will be kept strictly confidential and filed in a separate file (not student or staff files). All related correspondence both inwards and outwards will be maintained in the file and stored in the office of the Executive Assistant to the CEO. Each file is to be held by the college for a minimum period of five years after the individual’s final dealings with the College on the grievance. The minimum five-year retention provision also applies where the grievance is dealt with externally, with the retention period commencing at the conclusion of the external reviewer’s involvement with the grievance. Informal grievance records will be destroyed when mutual resolution is agreed.

Confidentiality is observed at all times, with records of all grievances, applications for review and the outcomes only available to the parties involved in the grievance under supervised access upon written request to the Director of Education. This policy should be read and considered in conjunction with the College Information Privacy Policy.
ACCESS AND EQUITY

Endeavour College is committed to ensuring, for both enrolled students and staff, the elimination of discrimination on the grounds of race; colour; descent; national or ethnic origin; ethno-religious background; sex; marital status; pregnancy; potential pregnancy; carers’ responsibilities; disability; age; homosexuality; transgender status, political conviction; and religious belief.

The College makes every effort within its capacity to integrate equity and affirmative action principles within all the College’s decisions and operations.

The College aims to:

- Promote equity values to all members of the College community
- Enable equal opportunity principles to underpin all College policies and practices
- Meet statutory obligations and other government requirements
- Elimination of direct and indirect discrimination
- Assist, advise and encourage the implementation of affirmative action strategies
- Advise and assist the College students and staff who have an equity-related complaint
- Advise the College managers about appropriate equity-related Complaint handling processes.

Under Endeavour Access and Equity Policies Endeavour College 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;
- The College 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.

**Staff**

The College is committed to providing an equitable work environment for all staff, and to improving the employment opportunities and experiences of women, people with a first language other than English and people with disabilities within the College. The Equal Employment Opportunities (EEO) principles will be embedded in all employment activities such as recruitment, promotions, job reclassification, and access to staff development and training opportunities.

**Persons with Disabilities**

The College is committed to eliminating discrimination against people with disability in all areas of College life, including employment, teaching and learning and access to technology and the physical environment. Endeavour complies with all legislative requirements and provides a number of services for students with disabilities where these do not represent unreasonable hardship to staff or the business operation of Endeavour. See College Disability Action Plan.

**Persons from a Non-English Speaking Background**

All course materials presented at Endeavour are in English. To enrol in the College, students are required to have a prescribed level of English. However, even after securing the prescribed level, students may feel some difficulty in understanding and studying a subject, in these cases, the College will arrange for the situation to be assessed and will devise a procedure suitable for the student’s learning and assessment.

**Cultural Diversity and Anti-racism**

The College recognises the diversity of Australia’s indigenous, settler and immigration populations and affirms that the cultural diversity within the Endeavour community, as part of the Australian community, is a rich resource into teaching, research and community activities. The College is committed to:

- An environment where all staff and students are treated with dignity and respect and where diversity is valued.
- An environment that is non-discriminatory and free of offensive behaviour based on racial vilifications.
- A social environment where intercultural contact is facilitated.
- An intellectual environment free from bigotry, ethnocentrism, prejudice and racism.

The cultural diversity and anti-racism policy and related procedures for dealing with racism, vilification or discrimination applies to all College enrolled students and staff (see Anti-racism and Cultural Diversity Policy and Procedures).
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.

QUALITY ASSURANCE

Endeavour College learning community is committed to bringing out the best in all participants. The College aim is to provide an environment for teaching, learning and research that stimulates innovation and produces outcomes comparable to the highest national and international standards in natural health. The record of the College in these areas is outstanding, but we continually strive to surpass it.

These fundamental ideas form Endeavour College’s approach to quality assurance and improvement. The same criterion of excellence to quality assurance is applied as for all the College activities. We strive to learn from best practice and our benchmarks for quality assurance are those of the leading organisation around the world.

Endeavour College promotes a view of quality assurance as an integral part of the academic process. The quality assurance agenda is determined by people who are active in teaching, research and administration, rather than from just a quality assurance work background. The Colleges quality assurance and associated reviews and data collection systems are designed around the requirements of external audits, regulatory and legislative requirements and input from professional bodies and are a routine part of its activities in the pursuit of excellence.

Endeavour has developed and maintains a quality assurance system that will include clearly documented procedures for managing and monitoring all education and training operations and for reviewing student satisfaction.

This system consists of mechanisms for monitoring and evaluating curricula, external monitoring of assessment procedures, and significant stakeholder involvement in decision and policy making (see Quality Assurance Policies).
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 and is monitored on an ongoing basis by the Chair of the Quality Committee who presents regular reports from the log to the Committee.

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 Committee.

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 students:

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

Please refer to the Complaints and Appeals section of this handbook. It is recommended that any concern is firstly dealt with in an informal and face-to-face manner.

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.
CAMPUS LIFE

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CAMPUS LIFE

Endeavour College is committed to providing an environment that fosters a collegiate approach and encourages an attitude of friendliness, helpfulness and cooperation within its community. Through its values and vision, the College strives to get its staff and students to work together in order to achieve what is best for the College community, but also contribute to the various professions that our graduates will join once they qualify.

ALUMNI ASSOCIATION

The Endeavour College Alumni Association is under the care of Mr David Hoey, Office of the CEO (email: david.hoey@endeavour.edu.au). Endeavour graduates enjoy more than just great career prospects and good memories. As an Endeavour alumnus, you are part of a network of approximately 25,000 alumni living and working across the world.

Endeavour Alumni receive industry news and updates, invitations to industry events, information about career opportunities and stories of other graduate successes. They receive Alumni newsletters, information about professional development and further study. When you finish studying at Endeavour College, you automatically become a valued member of the alumni community.

Endeavour’s alumni community is diverse and inspiring. Not only is our community filled with successful practitioners and lifelong learners, Endeavour alumni are leaders in Natural Medicine research, education, and product innovation. Endeavour College is proud of its alumni community and encourages you to remain in touch and share your achievements with us in the coming years.

Endeavour College values and appreciates its alumni and wishes to provide further opportunities for life-long learning, professional development and academic involvement throughout their professional life. To this end, the College organises regular activities for Alumni, short courses for professional development and specifically targetted graduate courses.

ORIENTATION FOR NEW STUDENTS

All new students must attend an Orientation program before commencing their studies with the College. Generally, Orientation is conducted for a group of students before they start their courses of study. Orientations may be held on an individual basis at other times, if the need arises. New students are encouraged to attend Orientation sessions prior to commencement of classes to assist with preparation for tertiary level study. For further information, please
contact the National Enrolment Manager, Tom Sawicki by email: tom.sawicki@endeavour.edu.au

The Orientation program is summarised as follows:

Welcome to Endeavour College of Natural Health

Conditions of enrolment – the Student Services Adviser will inform the students of the conditions of enrolment including:

- Mandatory attendance
- Satisfactory academic performance
- Payment of fees and financial policies
- Compliance with applicable legislation

Collect remaining documentation – Student Service Advisers will collect any outstanding documentation.

Australian Qualifications Framework – students will be given a brief overview of the Australian Qualifications Framework and its relevance to the College. Topics include:

- How the College courses fit into the AQF;
- National recognition;
- Recognition of Prior Learning

Regulations for those on a student visa – students will be given a brief overview of state and federal regulations applicable to those in Australia on student visas. Topics covered include:

- Attendance requirements
- Minimum academic requirements
- Changes to education providers

Access and Equity Special Needs Assessment – the Student Services Adviser will ask students if they have any special needs relating to language, literacy, numeracy or any other areas to complete their study successfully.

Orientation of campus and introduction to staff members – the Student Services Adviser will provide all new students with an orientation of the College campus they are studying at. Students will be given information on:

- Fire and emergency information and exits
- First aid information and location of kits
- Toilet facilities including disabled access
- Food facilities
- Office equipment such as photocopiers, fax, scanner etc.
- Public transport system
• Health and medical services

Upon completion of the orientation, new students will be asked to sign an acknowledgement form stating that understand what has been presented in the orientation.

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

**STUDENT REPRESENTATION IN COLLEGE GOVERNANCE**

Student participation in the College’s Governance is encouraged and important College Committees have student representatives on them. At various times there will be notifications on the ePortal asking for student representative nominations for election on the various committees. It is strongly recommended that as a student you take an interest in this aspect of Campus Life and you consider taking up the challenge of representing your peers on these important forums.

College Council and Academic Board call for elections of student representatives every year and information regarding these student representative positions may be obtained from the DOE’s secretary, Ms Judy Nitschke, by email: judy.nitschke@endeavour.edu.au.

**COLLEGE OPEN DAY**

Endeavour College has an Open Day scheduled on all campuses in the Winter months every year. This is a great opportunity for you as a student to get involved with the College Community in order to showcase what the College is doing for the various natural health professions and to give members of the public some idea of the diversity of educational programs and clinic facilities that are available at our various campuses.

There are many opportunities for student participation in the various scheduled activities and you are welcome to contribute. For any enquiries regarding Open Day, please contact the National Enrolment Manager, Tom Sawicki by email: tom.sawicki@endeavour.edu.au.

**GRADUATION CEREMONIES**

The highlight of a student’s career is the Graduation Ceremony where the hard work of many years is finally acknowledged and rewarded. All Endeavour College campuses organise graduation ceremonies between April and May each year. These are peak Academic Division
events and provide an opportunity for Students, their families, their friends and College Staff to celebrate together the achievements of the students’ academic careers.

It is strongly encouraged that you attend these events as they are memorable and rewarding experiences. Graduation Ceremonies also provide the College, Professional Associations and Industry Partners to reward some students with various awards that acknowledge excellence on various levels.

For any enquiries regarding graduations please contact the National Student Support Coordinator, Daniel d’ Appio by email at: daniel.dappio@endeavour.edu.au

**NATURAL HEALTH AWARENESS DAYS**

The College has organised the observance of some Natural Health Awareness Days throughout the year. These days provide great opportunities for raising awareness within the College and the Community about how natural health can help with many common health conditions. These days are distributed throughout the year and some of them are observed internationally as well as nationally.

You are strongly encouraged to take an active role in these days and contribute to the activities that are scheduled on these days. For more information you are encouraged to contact Mr David Hoey, Office of the CEO (email: david.hoey@endeavour.edu.au).

<table>
<thead>
<tr>
<th>MONTH</th>
<th>OBSERVANCE</th>
<th>BODY OWNING THIS</th>
<th>DAY AT ENDEAVOUR</th>
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<td>January</td>
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<tr>
<td>Australia's Healthy Weight Week</td>
<td>Dieticians' Association</td>
<td>Last Wednesday of January</td>
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<td>February</td>
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<tr>
<td>National Naturopathy Week</td>
<td>ANTA; Endeavour</td>
<td>First Wednesday of February</td>
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<td>World Cancer Day</td>
<td>WHO</td>
<td>4th February</td>
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<td>March</td>
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<tr>
<td>World Kidney Day</td>
<td>Kidney Health Australia</td>
<td>11th March</td>
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<td>Event</td>
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<tr>
<td>Brain Awareness Week</td>
<td>The Brain Foundation</td>
<td>Third Wednesday of March</td>
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<td>National Musculoskeletal Therapy Week</td>
<td>Endeavour</td>
<td>Last Wednesday of March</td>
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<td>April</td>
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<tr>
<td>World Health Day</td>
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<td>7th April</td>
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<td>Healthy Food Show</td>
<td>Nutrition Australia and Heart Foundation</td>
<td>Second Wednesday of April</td>
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<td>May</td>
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<tr>
<td>International Homeopathy Week</td>
<td>The Australian Homœopathic Association</td>
<td>First Wednesday of May</td>
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<td>National Health and Fitness Week</td>
<td>Endeavour</td>
<td>Last Wednesday of May</td>
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<td>National Massage Week</td>
<td>Endeavour</td>
<td>First Wednesday of June</td>
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<td>Food Allergy Awareness Week</td>
<td>Anaphylaxis Australia Inc</td>
<td>Third Wednesday of June</td>
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<td>July</td>
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<td>National Natural Medicine Week</td>
<td>Endeavour</td>
<td>First Wednesday of July</td>
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<td>National Diabetes Awareness Week</td>
<td>Diabetes Australia</td>
<td>Second Wednesday of July</td>
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<td>August</td>
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<td>Dental Health Week</td>
<td>Australian Dental Association</td>
<td>First Wednesday of August</td>
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<td>National Chinese Medicine Week</td>
<td>Endeavour</td>
<td>Third Wednesday of August</td>
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<td>September</td>
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<td>National Herbal Medicine Week</td>
<td>National Herbalist Association of Australia</td>
<td>Second Wednesday of September</td>
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<td>World Reflexology Week</td>
<td>Endeavour</td>
<td>Third Wednesday of September</td>
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<td>World Alzheimer Day</td>
<td>Alzheimer's Disease International</td>
<td>21st September</td>
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<td>October</td>
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<td>National Organic Week</td>
<td>Biological Farmers of Australia</td>
<td>First Wednesday of October</td>
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<td>National Nutrition Week</td>
<td>Endeavour</td>
<td>First Wednesday of October</td>
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<td>International Aromatherapy Week</td>
<td>Endeavour</td>
<td>Second Wednesday of October</td>
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<td>World Mental Health Day</td>
<td>World Federation for Mental Health</td>
<td>10th October</td>
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<td>Pink Ribbon Day (Breast Cancer)</td>
<td>Cancer Council Australia</td>
<td>25th October</td>
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<td>November</td>
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<tr>
<td>National Wellness Week</td>
<td>Endeavour</td>
<td>First Wednesday of November</td>
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<td>World Diabetes Day</td>
<td>International Diabetes Federation</td>
<td>14th November</td>
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<td>December</td>
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<td>International AIDS Day</td>
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<td>International Day of the Disabled</td>
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**ENDEAVOUR AWARDS FOR EXCELLENCE IN TEACHING AND LEARNING**

The Endeavour College Awards for Excellence in teaching and Learning is part of the College’s commitment to recognise, encourage and reward excellence in teaching. All academic staff of Endeavour are eligible for nomination. The awards are presented to academic staff who have made an outstanding contribution to enhancing the quality of teaching and learning at the College.
THE AWARDS

Endeavour issues Awards for Excellence in Teaching and Learning annually in the following areas:

• Teaching performance
• Curriculum development
• Academic administration
• Clinical supervision

These awards may be issued at all campuses each year at the annual graduation ceremonies.

All permanent academic staff and sessional academics are eligible to be nominated for an Award for Excellence in Teaching and Learning, however there shall be no more than one winner in each category in each campus.

NOMINATION

For each nomination there shall be a nominator who shall be either current staff members or current students of Endeavour. The nominator should be available and willing to act as referee for the nominee if contacted by the Chair of the panel for a reference. It is no longer necessary for the nominee to sign the nomination form to indicate that she/he agrees to be nominated for the award.

Nominations shall be in writing to the Director of Education by the due date.

Nominations should be accompanied by a statement about how the nominee meets the criteria for the award for which he/she has been nominated as well as documentary evidence demonstrating how she/he has met at least two of the specific criteria for the award. The responsibility for providing the statement lies jointly with the nominator and nominee.

A panel consisting of senior academic and administrative staff will assess all applications for the awards and make recommendations to the CEO.

The names of award recipients will be reported at the first available meeting of the Academic Board for noting.

ELIGIBILITY

• Nomination is open to all academic staff with teaching/lecturing positions – part time or full time.
• Candidates must be nominated by at least three people who are members of the academic staff, current study body or former students who may have finished their course of study during the academic year.
• Self-nominations will not be accepted.

SELECTION CRITERIA

The awards are made on an annual basis and assessed against criteria that indicates a continued involvement in quality teaching practices evidences through:

• approaches to teaching that influence, motivate and inspire students to learn
• development of curricula and resources that reflect the philosophies of natural medicine
• approaches to assessment and feedback that encourages independent learning
• respect and support for the development of students as individuals
• scholarly activities that have influenced and enhanced learning and teaching practices

The following are specific criteria against which nominations will be judged:

TEACHING PERFORMANCE

• Excellence as demonstrated by at least 2 of the following criteria:
  • Outstanding Student Evaluations
  • Outstanding contribution to faculty collaboration
  • Outstanding contribution to student assessment
  • Outstanding results in Teacher Observation review

CURRICULUM DEVELOPMENT

Excellence as demonstrated by at least 2 of the following criteria:

• Outstanding contribution to the development of accreditation and re-accreditation documentation
• Outstanding contribution to the development of teaching and learning materials (may include assessment)
• Outstanding contribution to the mapping of learning outcomes and competencies
• Outstanding contribution to course development in general

ACADEMIC ADMINISTRATION

Excellence as demonstrated by at least 2 of the following criteria:

• Outstanding contribution to the leadership and coordination of teaching staff
• Accurate and timely delivery of faculty documentation
• Willingness to assist in all aspects of course coordination
• Willingness to contribute to administration in the wider Endeavour community

CLINICAL SUPERVISION

Excellence as demonstrated by at least 2 of the following criteria:

• Outstanding Student Evaluations
• Outstanding clinic documentation
• Outstanding role model of clinical practice to students
• Willingness to contribute to the general development of Endeavour clinical studies

Recipients of Awards for Excellence in Teaching and Learning will receive a framed certificate to commemorate their award and an additional budget allocation for professional development for which they should obtain approval to use through the normal procedure for professional development support.
Brisbane
362 Water Street
Fortitude Valley
QLD 4006 Australia
Telephone 61 7 3257 1883
Facsimile 61 7 3257 1889

Gold Coast
105 Scarborough Street
Southport
QLD 4215 Australia
Telephone 61 7 5503 0977
Facsimile 61 7 5503 0988

Melbourne
368 Elizabeth Street
Melbourne
VIC 3000 Australia
Telephone 61 3 9662 9911
Facsimile 61 3 9662 9414

Perth
170 Wellington Street
East Perth
WA 6004 Australia
Telephone 61 8 9225 2900
Facsimile 61 8 9225 2999

Adelaide
88 Currie Street
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SA 5000 Australia
Telephone 61 8 8410 1975
Facsimile 61 8 8410 3338

Sydney
139 Alexander Street
Crows Nest
NSW 2065 Australia