O'Neill
KINESIOLOGY COLLEGE

Student Handbook 2026

National RTO Provider Number: 51242

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Course Administration

Welcome to O'Neill Kinesiology College!

This handbook is designed to help you navigate the college and answer frequently asked questions. Please keep it in a safe place to refer to throughout your training.

Office Hours

The O'Neill Kinesiology College office is open:

Monday–Friday:	8.30am–5.30pm
Saturday:	8.30am–2.00pm

Please direct all administration, academic and financial matters to Student Services during these hours. Trainers and tutors are available during class times to discuss matters relating to the training they are providing, they are not authorised to deal with any other issues.

Student Services can also be contacted via email: **training@oneillcollege.com**.

Parking

Students are asked to abide by the following guidelines every time they come to the college. Never park on the grass at the front of the block (this violates council regulations.)

Parking during normal business hours (Monday – Friday)
Please park across the road at the Rhein Donau Club (110 North Lake Rd) in any unmarked bays.

Parking outside normal business hours (evenings, weekends and public holidays)
Please park in car bays behind the college building.

Class Times

Know your class times. **Classes begin promptly at the scheduled time** so please be courteous to both facilitators and fellow students by arriving early. If entering late, enter quietly. Lunch time is one hour in the middle of the day and there will be breaks at mid-morning and mid-afternoon.

You will be given a schedule of dates at the beginning of each term. Please ensure you are clear about your days of attendance and speak to Student Services for clarification if necessary. *Please note: while we endeavour to keep to the dates distributed on the first day of classes, the dates occasionally change due to unforeseen circumstances, but this will be communicated via email when it occurs.*

Attendance

Attendance will be taken by the trainer/tutor at the beginning of every class and late students will be marked as such on the attendance register. Students who leave a class early will also be marked as such. Each module has an attendance requirement, usually 80%. In addition, each Kinesiology module has a practice attendance requirement of 75% for the corresponding term. Failure to meet the attendance requirements for a module may result in an incomplete for that module.

Attendance at inductions is compulsory. Failure to attend will result in having to attend a one-on-one session with one of the college staff and incurring a fee for this session.

If you are unable to attend a class, please notify the office by phone or email before the class. **It is your responsibility to find out all information missed, both notes and notices regarding assessment or classes, from a fellow classmate**. Missed handouts will be put in the collection folder for you to collect during class or office hours.

In Kinesiology classes, attendance via zoom is permissible for a maximum of 2 full days (or equivalent) per term. Please note that attendance via zoom is NOT the same as attending in person and can lead to more requirements needing assessment at the end of term. Please prioritise attending your classes in person and save zoom attendance for those rare occurrences where attendance is impossible.

Practice Sessions

Students can choose to attend a practice session during the day or in the evening. Please do not commence practicing before the scheduled practice start time. You can arrive any time within the first 30 minutes and you will be guaranteed a partner to practice with. The sessions are:

- Thursday 3.00pm – 9.00pm (preferred start times = 3pm, 4.30pm, or 6pm)
- Friday 9.00am – 12.00pm & 1.00pm – 4.00pm
- Monday 9.00am – 12.00pm (not every Monday, keep informed via email)

Attendance at practice sessions each week is essential to ensure you become proficient in all kinesiology skills, and to give the tutors sufficient time to assess you. Your practice attendance requirements are:

- 75% minimum if you live within a 2 hour drive from the college
- 50% minimum if you live more than 2 hour drive from the college

You will be allocated your practice partner at the session. Please do not organise to work with a particular classmate at these sessions. It is important that you demonstrate competence with a wide variety of clients, so practising with students from different year groups is highly encouraged.

Country students are expected to attend Friday afternoon practice before each training weekend, and Monday morning practice after each training weekend. All these practice sessions are compulsory to fulfil your practice requirements. If you require alternative arrangements, please see student services to discuss suitable options.

Classroom Practice

Putting your newly learnt skills into practice during classes is an important aspect of this course. During practice sessions students will finish balances at different times. When you complete your balance, please be respectful of fellow classmates and remain quiet so others can concentrate.

Class practice is for **learning** and is allocated to give everyone equal time. To maximise the learning opportunities of this course, it is essential that you attend all practice sessions and complete your practice workbook for each Kinesiology module.

Everyone has different energy and muscle monitoring responses and it is important for your professional development that you learn to work with a wide variety of people. You are encouraged to work with everyone in the class, especially those you don't know very well, so you become a more versatile and compassionate practitioner.

The college is not a clinic and it is not appropriate to expect to get treatments in class time. Emotional issues may arise during class practice and if additional support is needed it is recommended you seek treatment, preferably with a qualified Advanced Kinesiologist.

Equipment & Materials

All materials and equipment essential to complete the program are provided by O'Neill Kinesiology College and/or available on campus. However, if students want to practice outside the college premises, they will need to purchase a Meridians & Acupoints book and a tei shin. It is also recommended that students obtain a massage table suitable to their budget for practicing at home. Optional materials, which are not essential you own to fulfil the training and assessment requirements, are available for purchase either at the college or online and students can decide which items they purchase during their studies.

Labels

Please label all items you bring onto campus, including your books, equipment etc. O'Neill Kinesiology College will take no responsibility for lost items.

Mobile Phones

Please ensure that all mobile phones are turned off during class times, unless for an **extreme emergency**. Texting or any other use of your mobile phone is disrespectful to your teachers and fellow students, please NEVER do this in class. If you must be in contact with your family during the day, please take a seat near the door and leave the classroom when you have to use your mobile phone.

Housekeeping

Tea and coffee are provided. If you'd like special teas or coffee during breaks, please feel free to bring your own.

It is the students' responsibility to clean all dishes, rubbish, etc, during the day. Please make sure that the training rooms are left in a clean and tidy condition. **A class roster must be organised for cleaning up at the end of each class.**

Student Submissions

All assignments are to be submitted into the **Submission Drawer**. Please do not give assignments directly to trainers/assessors, because they might misplace it. It is advisable to keep a copy or backup of all work submitted to the college. The **Collection Drawer** contains marked work, memos, replies to requests etc. Please check this daily.

Assessments

Assessment dates are distributed at the beginning of each module/term and it is your responsibility to ensure you are aware of the dates and comply with them.

All assessments for a module should be completed within 1 month of finishing the module. Failure to complete all assessments within 1 month of the term finishing will lead to an incomplete for the relevant modules.

Submission of Assignments
If you require an extension to complete an 'assignment' (research assignment, home study, or workbook) please discuss this with the Manager. Sympathetic consideration is given to requests for extension of time, however, postponing the submission of assignments can lead to additional stress for students, so the college encourages everyone to submit assignments as scheduled or by the beginning of the next term at the latest.

When re-submitting an assignment, please include your original 'Assignment Coversheet' and original assignment for the assessor.

Attendance at Assessments
If you are unwell on the day of an assessment then a doctor's certificate must be supplied to authenticate this. If you need to defer an assessment for academic or personal reasons, you must submit a 'Deferral of Assessment Request' form at least 2 weeks prior to the assessment date. The granting of deferments is at the discretion of the Manager.

There is a fee for sitting an assessment at a date other than those distributed at the beginning of the module, unless the request is accompanied by a doctor's certificate. Failure to attend a scheduled assessment without prior notification or a doctor's certificate may lead to an incomplete for that module.

A schedule for attendance times at simulation assessments and clinic assessments will be distributed at least 3 weeks prior to the assessment dates. If you need to swap your scheduled time, then it is your responsibility to arrange this if permission is granted from your trainer.

Fee Payments

The Registration Standards 2025 (Compliance Standards) set out how Registered Training Organisations collect fees from individual students. Students at O'Neill Kinesiology College will be required to pay their course fees in $1500 instalments that fall at the start of week 1 and week 7 in each term. If you do not meet this requirement, you will be sent an overdue notice in week 3 and week 9 of each term. Note that nonfinancial students may be refused attendance at classes.

All financial matters, including payment of fees, must be directed to Student Services during office hours. Special needs and requests will be considered. Applications should be forwarded to the Manager prior to the next term. O'Neill Kinesiology College will treat all such requests with the utmost confidentiality.

Internet Usage

As a student at O'Neill Kinesiology College you have access to the wifi at no cost, to help you study and research. However, the College will impose severe disciplinary penalties on you, which may include suspension, termination of enrolment and/or criminal prosecution, if you use these privileges inappropriately. If you break any law of the Commonwealth of Australia or the State of Western Australia you will be reported to the relevant authorities.

When you are using your own device to access the College's wifi services, the College reserves the right to check what you have downloaded and stored, if it has reasonable grounds for believing that you may have infringed copyright or done some other illegal act.

Copyright

The information in the O'Neill Kinesiology College training and all documents given out are subject to copyright. No document is to be duplicated or copied in any form whatsoever, including no electronic reproduction, without the written permission of the owner. Owner: © copyright Nicolie ONeill Kinesiology Pty Ltd.

Any breach of the above policy requirements can result in termination of enrolment. After your studies are completed at the College, all breaches of our copyright, including electronic reproduction, will be reported to the relevant industry bodies and could result in criminal prosecution.

Classroom Etiquette

O'Neill Kinesiology College delivers Kinesiology training and the products and services offered on campus are for learning only. The promotion of any outside products or services is strictly prohibited on our premises, please do not distribute in a formal or informal manner any materials or contact details while attending classes at the College.

Unique Student Identification Number (USI)

All students are required by government regulation to obtain a USI. If you have not provided the college with your USI or provided authority for O'Neill Kinesiology College to create one on your behalf on your enrolment form, please go to www.usi.gov.au to create your USI, then email it to training@oneillcollege.com. The college cannot provide you with any statements or qualifications until you have provided your USI.

Students may make a request to the Student Identifiers Registrar (the Registrar) to be exempt from having a USI. If an exemption is granted, you will need to show your exemption letter. Information on how to apply for an exemption can be found at https://www.usi.gov.au/students/create-your-usi/exemptions-usi.
Qualifications/units achieved by a student with an exemption will not have them recorded on their USI transcript.

Registered Training Organisation

O'Neill Kinesiology College is a Registered Training Organisation registered with the Training Accreditation Council of Western Australia. Our National RTO Provider Number is 51242. As a Registered Training Organisation, the college has obligations to provide quality training and assessment, to provide AQF certification documentation when students complete their studies, and to comply with the Registration Standards 2025. The college is also obligated to notify students if there are any changes to the training services that will be provided to them after enrolment. O'Neill Kinesiology College's details are included in the National Register which can be found at training.gov.au.

Student Support Services

Student Support

O'Neill Kinesiology College is committed to helping all students succeed in their studies and support is tailored to meet each student's needs. We promote an inclusive and diverse learning environment, ensuring all students feel safe and supported regardless of their background, culture, religion, ethnicity or personal circumstances. Staff model inclusive practices, respectful behaviour and promote cultural safety for First Nation students.

If you are experiencing any study challenges, please see reception to make an appointment to discuss your circumstances with the Manager. This meeting is confidential and will help you find workable solutions. The Manager is also available to assist learners with training issues or to provide advice on assessment. In the event of a situation involving harassment, or a complaint regarding training, please see the Complaints, Grievances and Appeals section.

Adjustments to Enrolment

Students are sent an enrolment letter every year clearly stating the modules they are enrolled to complete in the coming year. This letter will have a training schedule attached. If you do not receive this letter, or need a replacement, please see Student Services immediately.

Please see reception to make an appointment with the Manager if you:

- are unsure about your enrolment or the training schedule
- need clarification about your study commitments
- need to adjust your training program or enrolment in any way

The college offers weekdays and weekend/evening study options, and a combination of these options is also possible. If you want to discuss optimising your training schedule within your life circumstances, please see the Manager to talk through options.

Study Support

If you need assistance with transitioning into post-secondary studies, study skills or other support with your studies, please see the Manager. The college has a study skills tutor and Kinesiology tutors and these services are available to all enrolled students. Please note it is common for adults to encounter some challenges when returning to study. If you have difficulties let us know early so we can help.

Language, Literacy and Numeracy (LLN)

O'Neill Kinesiology College is committed to supporting students who require a variation in their training arrangements due to language, literacy and/or numeracy needs. We seek to identify possible barriers within learning and assessment processes and practices that place individuals with specific needs in LLN at a disadvantage. If students have issues with learning because of LLN difficulties, the college can make adjustments to training and/or assessments and refer to an appropriate LLN service or ESL (English as a Second Language) service when needed.

Students with a Disability

O'Neill Kinesiology College wants to ensure everyone enjoys an inclusive and accessible learning environment. If you have a disability or medical condition that could impact your studies, please note it on your enrolment form or notify the Manager as soon as possible after enrolment. A meeting will be arranged prior to or during your first term of training to discuss minimising barriers to study.

The college can assist with:

- Coordinating services to meet individual needs
- Working to eliminate barriers which may disadvantage you
- Assisting you to achieve your education and career goals
- Encouraging you to be independent and take responsibility for your course of study

Student Wellbeing

O'Neill Kinesiology College prioritises the wellbeing of all its students, please remember you are now part of a supportive community. If you're struggling with a study or personal issue, or you just don't know where to go or who to ask, our Manager can help. Student support is free and confidential. Please contact the office by phone, email or in person during office hours. All requests for support will be responded to promptly.

The college can assist with:

- Adjusting your study load or possible timetable alterations – there is often options you didn't realise were possible!
- Referral to the appropriate support services
- Suggestions on helpful tools to access such as mindfulness activities, tips for dealing with stress, etc.

Perth Support Services

Service	Contact	They provide
Headspace Perth	36 Murray St Perth (08) 6164 0680 headspace.org.au/perth	Provides free or low-cost counselling, mental-health, and drug-and-alcohol support for people aged 12–25. An excellent first point of contact for younger learners or family members.
Lifeline WA	13 11 14 lifelinewa.org.au	24/7 crisis support, suicide prevention, and counselling services by phone or online chat.
Beyond Blue	1300 224 636 beyondblue.org.au	National service offering 24-hour phone and online support for anxiety, depression, and stress.
Relationships WA	(08) 6164 0200 relationshipswa.org.au	Offers relationship counselling, family mediation, and personal wellbeing programs for adults.
Crisis Care Helpline (WA Government)	1800 199 008 communities.wa.gov.au	Provides after-hours emergency assistance and welfare support for people in crisis.
R U OK?	ruok.org.au	National initiative providing resources to start conversations about mental health and check in with others.
Derbarl Yerrigan Health Service	1300 311 888 dyhs.org.au	Provide holistic and integrated primary health care services to Aboriginal people living in the Perth metropolitan region.

Course Details

HLT52515 Diploma of Kinesiology

Length

This course can be completed by fulltime study in two years or by part-time study across three or four years.

Units of Competency

19 competency units are required for award of this qualification.

BSBESB406	Establish operational strategies and procedures for new business ventures
BSBOPS503	Develop administrative systems
BSBPEF502	Develop and use emotional intelligence
CHCCOM006	Establish and manage client relationships
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
CHCPRP003	Reflect on and improve own professional practice
CHCPRP005	Engage with health professionals and the health system
HLTAAP003	Analyse and respond to client health information
HLTAID011	Provide first aid*
HLTHPS010	Interpret and use information about nutrition and diet
HLTINFCOV001	Comply with infection prevention and control policies and procedures
HLTWHS004	Manage work health and safety
HLTWHS006	Manage personal stressors in the work environment

HLTKIN001	Develop kinesiology practice
HLTKIN002	Conduct indicator muscle monitoring
HLTKIN003	Perform kinesiology assessments
HLTKIN004	Provide kinesiology balances
HLTKIN005	Monitor and evaluate client progress

*Students will be required to complete the unit HLTAID011 Provide first aid at an external RTO and an 'Credit Transfer' will be applied. A copy of the Statement of Attainment or USI transcript will need to be provided to O'Neill Kinesiology College prior to the completion of the diploma.

The units of competency will be delivered via the following modules:

- Kinesiology Corrections Term 1
- Kinesiology Corrections Term 2
- Kinesiology Corrections Term 3
- Musculoskeletal Kinesiology
- Neurological Kinesiology
- Histological Kinesiology
- Communication Skills 1
- Business Skills 1
- Student Clinic 1
- Communication Skills 2
- Business Skills 2
- Student Clinic 2

If exiting this qualification prior to completing all the units of competence, the student will be awarded a Statement of Attainment for all the units of competence they have completed satisfactorily.

52861 Advanced Diploma of Functional Kinesiology

Expiry date: 11 February 2027

Entry Requirements

HLT52415 Diploma of Kinesiology is completed prior to the Advanced Diploma and is incorporated into your study program if both qualifications are enrolled in upfront.

Length

This course can be completed by full-time study in 15 months or by part-time study across two years.

Units of Competency

11 competency units are required for award of this qualification

ADVKIN601	Manage work within a functional kinesiology framework
ADVKIN602	Take cases within a functional kinesiology framework
ADVKIN603	Provide functional kinesiology treatment
ADVKIN604	Adapt functional kinesiology approach to meet specific needs
BSBCMM511	Communicate with influence
CHCPOL003	Research and apply evidence to practice
CHCPRP005	Engage with health professionals and the health system
CHCPRP006	Lead own professional development
HLTAAP003	Analyse and respond to client health information
HLTINF004	Manage the prevention and control of infection
HLTWHS006	Manage personal stressors in the work environment

The units of competency will be delivered via the following modules:

- Hormonal Kinesiology
- Nutritional Kinesiology
- Biological Kinesiology
- Research Skills 1
- Communication Skills 3
- Student Clinic 3

If exiting this qualification prior to completing all the units of competence, the student will be awarded a Statement of Attainment for all the units of competence they have completed satisfactorily.

52935WA Advanced Diploma of Functional Kinesiology

Commences in September 2026, pending approval by the Training Accreditation Council of WA.

Entry Requirements

Must have completed HLT52415 Diploma of Kinesiology
Must have completed either HLTINF004 Manage the prevention and control of infection or HLTINFCOV001 Comply with infection prevention and control policies and procedures

Length

This course can be completed by full-time study in 12 months or by part-time study across two years.

Units of Competency

13 competency units are required for award of this qualification

ADVKIN601	Manage work within a functional kinesiology framework
ADVKIN602	Take cases within a functional kinesiology framework
ADVKIN603	Provide functional kinesiology treatment
ADVKIN604	Adapt functional kinesiology approach to meet specific needs
BSBCMM511	Communicate with influence
BSBESB401	Research and develop business plans
BSBESB403	Plan finances for new business ventures
BSBMKG621	Develop organisational marketing strategy
CHCPOL003	Research and apply evidence to practice
CHCPRP005	Engage with health professionals and the health system
CHCPRP006	Lead own professional development
HLTAAP003	Analyse and respond to client health information
HLTWHS006	Manage personal stressors in the work environment

The units of competency will be delivered via the following modules:

- Nutritional Kinesiology
- Hormonal Kinesiology
- Biological Kinesiology
- Research Skills 1
- Business Skills 3
- Student Clinic 3

If exiting this qualification prior to completing all the units of competence, the student will be awarded a Statement of Attainment for all the units of competence they have completed satisfactorily.

Student Selection

O'Neill Kinesiology College provides training in accordance with Equal Opportunity and Access and Equity principles. Students are enrolled and trained without discrimination on the basis of age, gender, mobility, race, culture, religion, ethnicity, colour or any other factor that may otherwise influence selection.

- Efforts will be made to identify students with literacy or language difficulties so that provision can be made to support them adequately during training and arrange appropriate methods of assessment.

- Where physical impairments may interfere with the student's capacity to complete the training offered successfully, the Manager will determine whether the student has the capacity to work within the Kinesiology industry and advise them accordingly.

Assessments

The method of assessment for all units includes a combination of the following:

- Simulation assessment
- Home studies
- Research assignments
- Workbook submission
- Direct observation of performance
- Oral presentations
- Oral questioning
- Theoretical assessment

All assessment undertaken by O'Neill Kinesiology College will follow the provisions of the Assessment Guidelines of the Health Training Package and be conducted fairly and openly.

All course participants will be made aware at the commencement of any training or assessment process what the procedures will be, the requirements that they will need to meet to be assessed as competent, and all processes for appeal, subsequent assessments, and grievances.

All participants will have the opportunity to apply for Recognition of Prior Learning against the competency outcomes of courses conducted by O'Neill Kinesiology College. Please book a meeting with the Manager if you wish to apply for Recognition of Prior Learning for any aspect of the course.

Work Placement

As with other healthcare qualifications, students are required to demonstrate their skills and knowledge in the workplace to achieve a Kinesiology qualification. The college arranges work placements within the college premises and these are completed during the 'Student Clinic' modules of our courses. This ensures that a qualified assessor is present throughout their workplace experiences. There is no requirement for students to arrange their own work placements.

Credit Transfer

Credit transfer is the recognition of previously completed units of competency towards another VET qualification. If a student wants to apply for credit transfer, they need to supply O'Neill Kinesiology College with their VET transcript or Statement of Attainment listing the relevant units of competency. This transcript/statement will then be authenticated by the Enrolments Officer or Manager.

Credit will only be granted for current units of competency and 1 superseded (equivalent) version of the unit. If you have a unit that has been superseded more than once (or is not equivalent), you will need to undergo an RPL process for that unit. Students are advised in writing of which units of competency they will receive credit transfer for and the fee reduction associated with that credit. There are no fees associated with the credit transfer process.

Recognition of Prior Learning (RPL)

O'Neill Kinesiology College provides students with the opportunity to apply for Recognition of Prior Learning (RPL). Any student wishing to apply for RPL should contact the Enrolments Officer or Manager for an RPL application kit. RPL is an assessment process that recognises skills and knowledge a student has already acquired through previous learning and experience. Evidence may come from:

- formal training or study
- work experience
- life experience
- other relevant learning or practical experience.

RPL is assessed against the requirements of the relevant unit(s) of competency within qualifications or accredited courses on O'Neill Kinesiology College's scope of registration. It is the skills and knowledge gained through previous learning and experience that are assessed, rather than the experience itself.

Students applying for RPL will be required to provide sufficient evidence to demonstrate that they meet the requirements of the relevant unit(s) of competency. RPL decisions are made in accordance with the College's assessment system and the principles of assessment and rules of evidence. Students will be advised in writing of the outcome of their RPL application and any resulting adjustment to their course requirements and fees.

Confidentiality and Access to Records

The privacy of clients, students and staff is respected. O'Neill Kinesiology College endeavours to maintain complete confidentiality of information; and disclosure to external agencies is only made with the individual's consent, or when required by law. All records are kept in a secure environment.

- Client, student and staff information will be treated in confidence and a Release of Information Form must be signed by the individual concerned stating which agencies will have access to the information about them.

- The only information held about a client will be information necessary for the Student Clinic.

- The only information held about a student will be information necessary for training and assessment.

Students can obtain access to information pertaining to their training and assessment by contacting the Manager.

Code of Conduct

It is the responsibility of O'Neill Kinesiology College to provide a safe training / working environment and it is the responsibility of staff, students and clients to act with common sense and duty of care.

Disciplinary action will be implemented in the following situations:

- participants in training whose use of alcohol or drugs affects their performance will be reported to the Manager;
- consumption of drugs on the premises is banned;
- consumption of alcohol is also banned except when authorised by the Manager;
- any form of sexual or racial harassment will be dealt with severely.

Sexual Harassment

Sexual harassment of any kind, under any circumstances, is unacceptable and O'Neill Kinesiology College will support staff or students who are subjected to this kind of behaviour. The definition of sexual harassment includes touching inappropriately, sexual innuendo, being asked to perform sexual acts and insults about your sex.

If this type of behaviour occurs:

- the incident should be reported to the Manager;
- the Manager should warn the harasser that the behaviour is unacceptable;
- if discussion does not resolve the issue, other action must be taken to safeguard the victim of harassment.

Policies and Procedures

Tuition Fees and Refunds Policy

O'Neill Kinesiology College has a comprehensive tuition fees and refund policy to ensure that fair and reasonable fee and refund procedures are implemented.

Fees Procedures

There are two payment alternatives for fees:

1 **Payment each Term**
Students are required to pay their course fees in $1500 instalments that fall at the start of week 1 and week 7 in each term.

2 **Monthly Payments**
Monthly direct debits of equal payments commencing in the first week of training. This payment facility is arranged with a credit institution and will attract a small charge per month.

Deferral and Withdrawal Procedure

1. If a student wishes to defer or withdraw from their studies after enrolling in a course they must state this in writing to the college.
2. Once the deferral/withdrawal notice is received, a meeting with the Manager will be organised to finalise all paperwork.
3. If the student is entitled to a refund this will be completed and all monies returned to the student within 28 working days.
4. If the student has any outstanding fees a payment plan must be agreed to during the meeting with the Manager.

Refund Policy

1. If a student withdraws from a unit/module prior to the commencement date for that module:
   a) 100% of tuition fees paid for that unit/module will be refunded to the student.

2. If a student withdraws from a unit/module after the commencement date:
   a) no refund is applicable; and
   b) the student will be required to pay the full course fees applicable for that module.

Refunds due to Cancellation

Should O'Neill Kinesiology College cancel a module or course of study, for any reason, participants enrolled at the time the cancellation is announced, will be entitled to a full refund, and this will incur no administrative charges or penalties.

Grievances Procedures – Non-Academic

Grievance Policy

Complainants may raise a grievance if they feel they have been unfairly treated by management, staff or students enrolled in O'Neill Kinesiology College courses and they wish some action to be taken to remedy the situation. Complainants have a right to complain without fear of retribution and have their complaint dealt with promptly.

This policy applies to all persons enrolled with, or seeking or exploring enrolment with O'Neill Kinesiology College for the delivery of education, training and assessment services. The procedure describes the process by which complainants may have problems of a non-academic nature addressed effectively, efficiently, timely, fairly and confidentially. Non-academic grievances include issues such as harassment, vilification, discrimination, financial matters, fines and payments, application procedures, exclusion from events and facilities, and the use or misuse of personal information.

This grievance process is provided to all persons at no cost. Complainants are entitled to access this grievance procedure regardless of their place of residence or the mode in which they study.

A complainant may, at any stage, be accompanied and assisted by a third party (such as a family member, friend, counsellor, or other professional support person). All of the stages in the grievance procedure will not victimise or discriminate any of the parties involved.

Implementation Procedures:

- The Manager is responsible for implementation of this policy and procedure.
- Students will be given the Student Handbook upon enrolment which sets out the grievances and appeals processes available to them and the flow chart of staff to approach when making a complaint.
- All students will undergo an induction at the beginning of their training and the grievances procedures will be explained to them.
- All new staff will receive a copy of the Student Handbook and Policy and Procedure Manual and be fully trained in the implementation of the grievance policies and procedures.
- Students will be advised that meetings with the Manager regarding college matters must be arranged through Reception.
- Documentation relating to the resolution of grievances will be kept in the RTO filing system for a minimum of 5 years. All documentation will be kept strictly confidential.

Grievance Process:

1. Students with a complaint or grievance are encouraged to discuss it with their trainer/assessor or the Manager prior to accessing the formal grievance procedure outlined below.

2. If the complainant feels the situation has not been resolved to their satisfaction, then they and/or their advocate should begin the formal grievance procedure outlined below.

Stage 1

3. Formal grievances should be submitted in writing to the Manager using the Grievance Form. Students are also requested to offer what they perceive as solutions to problems.

4. The college will acknowledge receipt of the grievance form in writing. If the college believes that more than 60 calendar days are required to process and finalise the grievance it will inform the student in writing with reasons as to why more than 60 calendar days are required.

5. A meeting will then be scheduled with the Manager and all discussions will be recorded in writing.

6. Following this meeting the Manager will assess the grievance, determine the outcome and advise the complainant in writing of their decision within 7 days. The letter will advise the complainant of their right to access stage 2 of this procedure if they are not satisfied with the outcome.

Stage 2

7. If the Complainant is not satisfied with the outcome of stage 1 they may lodge an appeal in writing with Nicolie O'Neill, O'Neill Kinesiology College, PO Box 3106, Myaree WA 6960.

8. The complainant's appeal will be determined by Nicolie O'Neill (the Reviewer).

9. The Reviewer will conduct all necessary consultations with the complainant and other relevant persons and make a determination of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 14 days.

10. The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage 3

11. If the Complainant is not satisfied with the outcome of stage 2 they may request that the matter be referred to an external dispute resolution process by a person appointed for this purpose by O'Neill Kinesiology College.

12. The organisation appointed for the external dispute resolution process is Australian Mediation Association.

13. O'Neill Kinesiology College will give due consideration to any recommendations made by the external reviewer.

Grievances Procedures – Academic

Grievance Policy

Students may raise a grievance if they feel they have been unfairly treated by management, lecturers or co-students and they wish some action to be taken to remedy the situation. Students have a right to complain without fear of retribution and have their complaint dealt with promptly.

This policy applies to all students enrolled with, or persons seeking enrolment with O'Neill Kinesiology College for the delivery of education, training and assessment services. The procedure describes the process by which students and prospective students may have problems of an academic nature addressed effectively, efficiently, timely, fairly and confidentially. Academic grievances include matters which relate to student progress, assessment, course content or awards in a course of study.

This grievance process is provided to all persons at no cost. All students and prospective students are entitled to access this grievance procedure regardless of their place of residence or the mode in which they study.

A complainant may, at any stage, be accompanied and assisted by a third party (such as a family member, friend, counsellor, or other professional support person). All of the stages in the grievance procedure will not victimise or discriminate any of the parties involved.

Implementation Procedures:

- The Manager is responsible for implementation of this policy and procedure.
- Students will be given the Student Handbook upon enrolment which sets out the grievances and appeals processes available to them and the flow chart of staff to approach when making a complaint.
- All students will undergo an induction at the beginning of their training and the grievances procedures will be explained to them.
- All new staff will receive a copy of the Student Handbook and Policy and Procedure Manual and be fully trained in the implementation of the grievance policies and procedures.
- Students will be advised that meetings with the Manager regarding college matters must be arranged through Reception.
- Documentation relating to the resolution of grievances will be kept in the RTO filing system for a minimum of 5 years. All documentation will be kept strictly confidential.

Grievance Process:

1. Students with a complaint or grievance are encouraged to discuss it with their trainer/assessor or the Manager prior to accessing the formal grievance procedure outlined below.

2. If the complainant feels the situation has not been resolved to their satisfaction, then they and/or their advocate should begin the formal grievance procedure outlined below.

Stage 1

3. Formal grievances should be submitted in writing to Reception using the Grievance Form. Students are also requested to offer what they perceive as solutions to problems.

4. The college will acknowledge receipt of the grievance form in writing. If the college believes that more than 60 calendar days are required to process and finalise the grievance or appeal it will inform the student in writing with reasons as to why more than 60 calendar days are required.

5. A meeting will then be scheduled with the Manager and all discussions will be recorded in writing.

6. Following this meeting the Manager will assess the grievance, determine the outcome and advise the complainant in writing of their decision within 7 days. The letter will advise the complainant of their right to access stage 2 of this procedure if they are not satisfied with the outcome.

Stage 2

7. If the Complainant is not satisfied with the outcome of stage 1 they may lodge an appeal in writing with Nicolie O'Neill, O'Neill Kinesiology College, PO Box 3106, Myaree WA 6960.

8. The complainant's appeal will be determined by Nicolie O'Neill (the Reviewer).

9. The Reviewer will conduct all necessary consultations with the complainant and other relevant persons and make a determination of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 14 days.

10. The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage 3

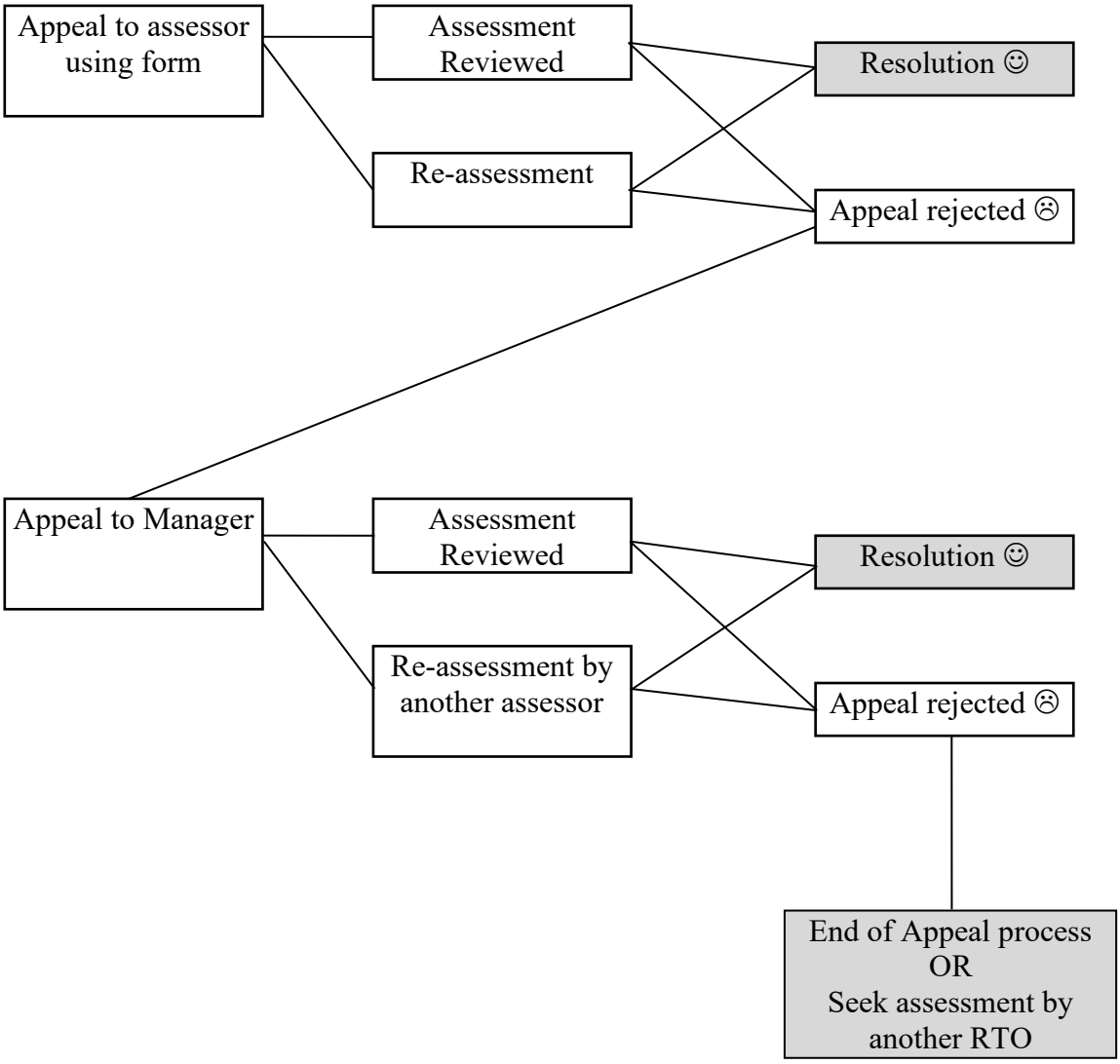
11. If the Complainant is not satisfied with the outcome of stage 2 they may request that the matter be referred to an external dispute resolution process by a person appointed for this purpose by O'Neill Kinesiology College.

12. The organisation appointed for the external dispute resolution process is Australian Mediation Association.

13. O'Neill Kinesiology College will give due consideration to any recommendations made by the external reviewer.

Appeals

Appeals against assessment decisions can be made in any training/assessment undertaken by O'Neill Kinesiology College. The appeals process is as follows.



VET Fairness Policy

Fair Treatment

O'Neill Kinesiology College will treat fairly all of its students and all of the persons seeking to enrol with the RTO.

In order to ensure that fair treatment is provided as required, the following procedures will be implemented:

- Places in the O'Neill Kinesiology College courses of study will be allocated to potential students in order in which enrolment applications are received, provided they meet enrolment requirements which are the equivalent of Year 10 literacy and numeracy.

- All students will be provided with a Student Handbook at the time of enrolling outlining all the O'Neill Kinesiology College student policies and procedures.

- Effective student support services will be provided to support a student's application, transition and undertaking of study.

Equal Benefits and Opportunities

O'Neill Kinesiology College will apply fair and transparent decision making processes based on merit to students undertaking, and persons applying for, courses.

O'Neill Kinesiology College will adopt a flexible approach to providing entry for students, taking into account any educational disadvantage which a student may have experienced. Students from disadvantaged backgrounds, those returning to formal study, and others who may not have completed formal requirements will be encouraged to apply.

Publication

This VET Fairness Policy will be made available to Students and Potential Students through publication in the student handbook, which is available in hard copy and through the website www.oneillcollege.com.

STUDENT FORMS

Student Change of Details

Please complete this form as soon as any of your details changes and return to the College Reception.

Student Name (upon enrolment): _____

New Name (if changed): _____

New Address: _____

Suburb: _____ Postcode: _____

Home Phone: _____ Work Phone: _____

Mobile Phone: _____

Email: _____

Office Use Only

- ❑ Axcelerate database updated

  Staff member: _____ Date: _____

- ❑ MYOB updated

  Staff member: _____ Date: _____

To be kept on student's file.

Non Attendance Form

This form needs to be completed and submitted to your tutor if you know in advance that you are not going to attend classes

Student Name: _____

Term & module: _____

Date's away: _____

Reason for non attendance: _____

_____

_____

Signed: _____ Date: _____

Please note that if you are away during an assessment period you must also lodge a *"Deferral of Assessment Request"* for each assessment missed.

Office Use Only

Classes missed: No ☐ Yes ☐ _____

_____

Assessments missed: No ☐ Yes ☐ _____

_____

Requirements for student: _____

_____

_____

Staff Member: _____ Signed: _____

Date:_____

Assignment Cover Sheet

To be used for assessments that are submitted for marking.

Student's name: _____

Assignment title: _____

Module: _____

Plagiarism Declaration

I declare that, to the best of my knowledge and belief, this assignment is my own work, all sources have been properly acknowledged, and the assignment contains no plagiarism.

Student's signature: _____ Date: _____

OFFICE USE ONLY

Result: satisfactory ❑ not satisfactory ❑

Feedback: _____

_____

_____

_____

_____

_____

Assessor's name: _____

Assessor's signature: _____ Date: _____

RESUBMISSION (if applicable)

Resubmission due by: _____

Resubmission received: _____

Result: satisfactory ❑ not satisfactory ❑

Assessor's signature: _____ Date: _____

Assessment Feedback Form

To be used for assessments that are completed in person.

Student's name: _____

Assessment: _____

Module: _____

OFFICE USE ONLY

Date of assessment: _____

Result: satisfactory ❑ not satisfactory ❑

Feedback: _____

_____

_____

_____

_____

Assessor's name: _____

Assessor's signature: _____

RE-SITTING OF ASSESSMENT (if applicable)

Date: _____ **Time**: _____

Result: satisfactory ❑ not satisfactory ❑

Feedback: _____

_____

_____

_____

_____

Assessor's name: _____ Date: _____

Assessor's signature: _____

Deferral of Assessment Request

This form needs to be completed and submitted to the Administrator at least 2 weeks prior to the scheduled assessment.

Student Name: _____

Unit/Module: _____

Assessment to be deferred: _____

Scheduled date of assessment: _____

Reason for deferment: _____

_____

_____

Signed: _____ Date: _____

Office Use Only

Deferment approved: ❑ Yes ❑ No

Re-scheduled date: _____

Special instructions: _____

_____

OR

Reason for non-approval: _____

_____

Staff Member: _____ Signed: _____

Date: _____