



Queensland College of Oriental Medicine  
**Student Induction Policy**

1. CLIENT SELECTION

Q.C.O.M. training services are available to all and will under no circumstances prejudice access to any person on the basis of race, color or creed.

Students must complete Q.C.O.M. registration forms with their application.

2. INDUCTION AND ORIENTATION

All students will be provided with Q.C.O.M. Policy and Procedures documents.

Students will also be issued Q.C.O.M. POLICY ON Occupational Health and Safety, including emergency procedures and building exit locations.

3. COURSE CONTENT AND VOCATIONAL OUTCOMES

All relevant information of Course content and Vocational Outcomes are clearly outlined in the Q.C.O.M. prospectus which is issued on each application.

The course includes the following units;

- BSBCMN204A Work effectively with others.
- HLTCOM2A Develop professional expertise.
- HLTCOM4A Communicate effectively with clients/patients.
- HLTCOM6A Make referrals to other health care professionals when appropriate.
- HLTFA2A Apply advanced first aid or HLTFA1A Apply basic First Aid.
- HLTHIR1A Work effectively in the health industry.
- HLTHSE1A Follow the organisation's occupational health and

	Safely Policies.
HLTIN1A	Comply with infection control policies and procedures.
HLTSHU8A	Work within Shiatsu therapy framework.
HLTSHU10A	Perform Shiatsu Therapy health assessment.
HLTSHU11A	Apply Shiatsu Therapy assessment framework.
HLTSHU1A	Apply oriental therapies assessment framework.
HLTSHU4A	Plan the Shiatsu Treatment strategy.
HLTSHU5A	Provide Oriental Therapies treatment.
HLTSHU6A	Provide specific Shiatsu Assessment and care.
HLTSHU7A	Provide Shiatsu Therapy treatment.
HLTSHU9A	Maintain personal health and awareness and fulfill professional responsibilities.

#### 4. FEES AND CHARGES.

All Fees and charges are clearly outlined in the Q.C.O.M. prospectus.

#### 5. PROVISION FOR LANGUAGE , LITERACY AND NUMERACY ASSESSMENT.

Students will be assessed for language, literacy and numeracy skills on initial interview as well as at enrolment and induction procedures. Students requiring any assistance in any or all of these areas will be referred to the relevant educational facilities in the area.

#### 6. CLIENT SUPPORT

Clients will be offered information on any relevant services that may be of benefit for the client's well being or in areas that may improve the clients chances in succeeding in the course and as a professional at the completion of studies.

#### 7. FLEXIBLE LEARNING PROCEDURES

Owing to the vast array of individual circumstances, Q.C.O.M. will offer flexibility to learning and assessment procedures . All efforts will be made to accommodate any individuals with special needs or previous experience.

Assessment will be determined on competence and attainments may be achieved with nominal attendance provided the Q.C.O.M. standards are demonstrated.

## 8. WELFARE AND GUIDANCE SERVICES

Students requiring welfare assistance or guidance and/or counseling will be offered information on relevant services.

## 9. APPEALS COMPLAINTS

Students may appeal any assessment outcome within 21 days of notification of assessment result. Appeals for re assessment forms are available and must be signed and dated before submission.

Complaints and grievances must be made in writing clearly outlining all relevant information ,using the Complaints and Grievances form and should be lodged at the earliest possible time to Q.C.O.M. staff .

## 10. DISCIPLINARY PROCEDURES

Students are expected to always behave in a respectful manner to other students ,Q.C.O.M. staff and any members of the public that may utilise Q.C.O.M. services. Any behavior deemed unsuitable will not be tolerated and Q.C.O.M. reserves the right to suspend any student who fails to comply with this code.

## 11 STAFF RESPONSIBILITIES FOR ACCESS AND EQUITY

Q.C.O.M. staff are responsible in maintaining access and equity to all clients and students and will under no circumstances refuse admission to courses or services on the basis of race colour or creed.

## 12. RECOGNITION OF PRIOR LEARNING ARRANGEMENTS (RPL)

Q.C.O.M. will accept any (RPL) from any other Registered Training Organisation (RTO) for completed units ,which are included in either the Certificate IV or Diploma of Shiatsu and Oriental Therapies package