

DIPLOMA STUDENT MANUAL

AUSTRALIAN SHIATSU COLLEGE



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WELCOME TO THE ASC

*Welcome to your Diploma studies at the
Australian Shiatsu College!*

We're excited to support your journey as you train to become a skilled and compassionate Shiatsu and Oriental Therapies practitioner. This manual is your essential guide to understanding how the College works, what's expected of you, and how to access the support and resources available throughout your studies.

WHY THIS MANUAL MATTERS

Your time at ASC is about more than just completing assessments—it's about developing professional skills, building meaningful connections, and becoming part of a community committed to healing and personal growth. This manual will help you:

- Understand your rights and responsibilities as a student
- Navigate key policies and procedures with confidence
- Know where to go for help when you need it
- Make the most of your learning experience

How to Use This Manual

- **Read it early:** Familiarise yourself with the content before your first class or clinic session.
- **Refer back often:** Use it as a reference whenever you have questions about assessment, attendance, fees, support, or any other aspect of student life.

- **Follow the links:** Throughout this manual, you'll see links to full policies and procedures—these provide the complete, official detail when you need it.
- **Ask questions:** If anything is unclear, reach out to your trainer, student administration, or student support team.

OUR COMMITMENT TO YOU

At ASC, we are committed to your success. We provide:

- Expert teaching grounded in traditional wisdom and contemporary practice
- A supportive, respectful learning environment
- Access to real-world clinical experience
- Transparent policies and fair processes
- Ongoing opportunities for feedback and improvement

We're here to help you blossom in your own time and develop the skills, knowledge, and confidence to practice with integrity and purpose.

Welcome to the ASC community—we look forward to supporting your learning journey!

KEY VALUES & PRINCIPLES

At the Australian Shiatsu College, our approach to education is shaped by a unique integration of Japanese philosophical principles. These values guide not only what we teach, but how we teach, how we support you, and how we expect our community to interact.

OUR GUIDING PRINCIPLES

Ikigai (Purpose)

We believe education should help you discover your unique purpose in therapeutic practice—where your passion, skills, service to others, and livelihood meet. Throughout your studies, you'll be encouraged

to reflect on what brings meaning to your work and how you can serve your community authentically.

Kaizen (Continuous Improvement)

Learning is a lifelong journey. We embrace ongoing growth through practice, reflection, and feedback. You'll be supported to steadily develop your skills, and we ask that you approach challenges with patience and a commitment to improvement—not perfection.

Kokoro (Heart-Mind-Spirit)

Effective therapeutic practice integrates feeling, thought, and presence. We cultivate not just technical skill, but also awareness, compassion, and authentic engagement in all that you do. This means showing up fully—in tutorials, in clinic, and in your reflections.

Wa & Kizuna (Harmony & Connection)

Healing happens in relationship. We foster a collaborative, respectful learning community where

students, trainers, and clients are valued. You're encouraged to build meaningful connections with your peers, ask questions, offer support, and contribute to a positive learning environment.

Oubaitori (Blossoming in Your Own Time)

Each student's journey is unique. We honour diverse learning paces, backgrounds, and strengths. There's no single "right way" to develop as a practitioner—comparison is discouraged, and your individual growth is celebrated.

WHAT THIS MEANS FOR YOU

These principles aren't just abstract ideas—they're embedded in everything we do:


- **Kaizen** encourages you to view feedback and resubmissions as opportunities for growth, not failure.
- **Bushidō (Integrity)** means we expect honesty in your academic work and professional conduct.

- **Omoiyari (Compassionate Anticipation)** means we proactively offer support before you reach crisis—and we ask you to do the same for your peers and clients.
- **Magokoro (Sincerity)** reminds you to engage authentically in your learning, reflections, and practice.

LEARN MORE

For a full exploration of the Japanese principles that shape ASC, see:

 [ASC Mission Statement](#)

 [Japanese Principles for Shiatsu Practice and Organisational Values](#)

YOUR RESPONSIBILITIES AS A STUDENT

As a member of the ASC learning community, you have both rights and responsibilities. This section outlines what's expected of you throughout your studies to ensure a safe, respectful, and productive environment for everyone.

CONDUCT AND PROFESSIONALISM

- **Treat everyone with respect:** This includes your peers, trainers, administrative staff, clinic supervisors, and clients. Discriminatory, harassing, or bullying behaviour will not be tolerated.
- **Act with integrity:** Be honest in all your academic work, communications, and professional interactions.

This means no plagiarism, cheating, or misrepresentation of your skills or qualifications.

- **Maintain professional boundaries:** Especially in clinic settings, observe appropriate boundaries with clients and peers. Understand and respect confidentiality and consent at all times.
- **Follow safety protocols:** Comply with all health, safety, and infection control procedures in classrooms, online spaces, and clinic environments.

ACADEMIC RESPONSIBILITIES

- **Engage fully in your learning:** Attend tutorials, complete self-directed learning tasks, participate actively in discussions, and prepare for each session.
- **Submit your own work:** All assessments must be your own original work unless collaboration is explicitly permitted.
- **Meet deadlines:** Submit assessments on time. If you need an extension, apply in advance using the proper process.

- **Respond to feedback:** Use trainer feedback constructively to improve your understanding and practice.
- **Communicate proactively:** If you're struggling, facing personal challenges, or unclear about expectations, reach out early to trainers or student support.

ATTENDANCE AND PARTICIPATION

- **Attend scheduled sessions:** Live tutorials, practical classes and clinic sessions are essential learning opportunities. If you cannot attend, follow the process for watching recordings and submitting attendance forms.
- **Be prepared:** Complete required readings and tasks before tutorials so you can engage meaningfully in discussions and activities.
- **Participate actively:** Ask questions, contribute to group work, and support your peers' learning.

DIGITAL AND CAMPUS CITIZENSHIP

- **Use college systems properly:** Follow guidelines for the LMS, email, Zoom, and other digital platforms.
- **Respect privacy:** Do not share, screenshot, or record content from tutorials or private forums without permission.
- **Communicate professionally:** Whether via email, chat, or discussion forums, use respectful and appropriate language.

FINANCIAL AND ADMINISTRATIVE RESPONSIBILITIES

- **Pay fees on time:** Keep up with your payment plan and notify admin immediately if you're experiencing financial difficulty.
- **Keep your details current:** Update your contact information, USI, and emergency contacts as needed.
- **Respond to college communications:** Check your student email and LMS regularly for important updates and announcements.

WHEN THINGS GO WRONG

- **Follow proper processes:** If you have a concern, complaint, or need to appeal a decision, use the official channels outlined in this manual.
- **Seek support early:** Don't wait until a small issue becomes a big problem—reach out for help.

YOUR RIGHTS


You also have rights as a student, including:

- The right to be treated fairly and with respect
- The right to clear information about courses, assessments, and policies
- The right to access support services
- The right to provide feedback and lodge complaints or appeals
- The right to privacy and confidentiality

For full details on expected conduct and your rights, see:

 [Code of Conduct Policy – Students and Staff](#)

 Student Support and Foundation Skills Policy

 Complaints and Appeals Policy

GETTING STARTED: ORIENTATION, ENROLMENT, KEY SYSTEMS

Starting your Diploma at ASC involves several important steps to ensure you're ready to learn, connected to our systems, and clear on what to expect. This section walks you through the key tasks and systems you'll need from day one.

ORIENTATION

Your orientation is your first official introduction to ASC, and it's essential that you attend.

During orientation, you'll:

- Meet your college director(s)
- Learn about the structure of your course and what to expect each semester
- Get hands-on guidance for accessing the Learning Management System (LMS) and other digital tools
- Understand key policies, including assessment, attendance, logbook and clinic expectations
- Have the opportunity to ask questions and clarify anything that's unclear

If you cannot attend orientation, the session will be recorded and made available to you. However please do your best to attend live to break this ice with your fellow students and ask questions.

COMPLETING YOUR ENROLMENT

Before you can fully participate in your course, you must ensure you have completed all enrolment requirements:


- **Submit your enrolment form:** This includes all personal details, emergency contacts, and any

disclosure of support needs or prior learning. You should have already completed this, however you may have been contacted to clarify or address any inconsistencies

- **Provide your Unique Student Identifier (USI):** If you don't have a USI, you'll need to create one. You must also give ASC permission to access your USI transcript for verification and reporting purposes.

 [Student Guide: Authorising Access to Your USI](#)

- **Complete pre-enrolment assessments:** This includes Language, Literacy, Numeracy (LLN) and digital skills assessments. Most students complete this before their enrolment interview, but if you haven't yet, please do so now.

 [LLN and digital skills assessment](#)

 [LLN and Digital Skills Assessment Procedure](#)

- **Set up payment arrangements:** Confirm your fee payment plan and ensure your first payment or deposit is processed. Through payment of your deposit you should have setup your direct debit authority for your tuition fees

 [Fees, Charges & Refunds Policy](#)

- **Sign all required agreements:** You must sign all relevant agreements to allow participation in classes, clinics and online tutorials prior to commencement

ASC Code of Conduct Agreement

Tutorial Recording Consent and Acknowledgement

Privacy & Confidentiality Agreement

ASC ICT, Information Security & Acceptable Use Agreement Form

Child Safe Code of Conduct Agreement

All enrolment steps must be completed before you can attend classes or access course materials.

KEY SYSTEMS AND ACCOUNTS

You'll be using several digital systems throughout your studies. Make sure you're set up and familiar with each one early.

Learning Management System (LMS)

The LMS is your central hub for:

- Accessing course materials, readings, and recorded tutorials
- Submitting assessments
- Receiving announcements and feedback
- Participating in discussion forums

Log in regularly—at least twice a week—to stay up to date.

Student Email


You'll be issued an ASC student email address. This is the official channel for all college communications, so:

- ***Check it daily***
- Respond promptly to emails from trainers and admin
- Use it for all official correspondence (not your personal email)

Zoom (for online tutorials)

Most tutorials are conducted via Zoom. You'll need to:

- Use your real name when logging in (to ensure attendance is recorded)
- Have your video on where possible to support engagement
- Familiarise yourself with basic Zoom functions (mute, chat, screen sharing)
- If you miss a live tutorial, recordings are uploaded to the Media Hub within 7 days. Access them via the LMS and complete the tutorial attendance form after viewing.

 Tutorial Attendance and Participation Expectations Guide

WHAT TO DO IN YOUR FIRST WEEK

- Attend orientation (or watch recording if you can't)
- Log in to the LMS and explore your subjects
- Check your student email and set up notifications

- Join your first tutorial and introduce yourself
- Familiarise yourself with this Student Manual
- Reach out if you have any questions or technical issues



NEED HELP GETTING STARTED?

If you're having trouble accessing systems, completing enrolment, or understanding what's required, contact student administration as soon as possible. Early communication prevents delays and ensures you don't miss important deadlines.

Contact details:

[Where to Get Help & Key Contacts](#)

For related policies and procedures, see:

-  [Student Enrolment Policy](#)
-  [Privacy Policy](#)
-  [ICT, Information Security & Acceptable Use Policy](#)

ACADEMIC INTEGRITY & ASSESSMENT

Academic integrity is at the heart of your learning at ASC. It means producing honest, original work and engaging authentically with your studies. This section explains what's expected, how assessments work, and what happens if issues arise.

WHAT IS ACADEMIC INTEGRITY?

Academic integrity means:

- Submitting work that is genuinely your own
- Properly acknowledging sources and ideas from others
- Being honest in all academic activities, including assessments, reflections, and discussions

- Not cheating, plagiarising, colluding inappropriately, or misrepresenting your work

Academic integrity is guided by **Bushidō**

(Integrity) and **Magokoro (Sincerity)**—we expect you to engage truthfully and authentically in all aspects of your learning.

WHAT COUNTS AS ACADEMIC MISCONDUCT?

Academic misconduct includes:

- **Plagiarism:** Using someone else's words, ideas, or work without proper acknowledgment. This includes copying from websites, books, or peers, and closely paraphrasing without citation.
- **Collusion:** Working with others on an assessment that's meant to be individual, or allowing someone to copy your work.
- **Cheating:** Submitting work completed by someone else, fabricating data or evidence, or using unauthorised materials during assessments.

- **Inappropriate use of AI tools:** Using AI (like ChatGPT) to write your assessment responses for you, rather than using it for brainstorming or research only. Final submitted work must be authentically yours.
- **Self-plagiarism:** Reusing your own previously submitted work for a different assessment without permission.

Even unintentional breaches are taken seriously, so if you're unsure about referencing, paraphrasing, or what's allowed, ask your trainer or student support before submitting.

Copyright and Third-Party Materials

When creating assignments, you must respect copyright law and properly acknowledge all sources.

This includes:

- Text, quotes, and paraphrased ideas from books, articles, or websites
- Images, charts, graphs, or diagrams (even from Google)
- Data, statistics, or research findings

You must:

- Reference all sources using APA 7th Edition style (see ASC Referencing Guide)
- Only use images or data from sources you have permission to use (e.g., Creative Commons licensed, openly licensed, or cited under fair dealing provisions)
- Not copy entire works or large sections without permission

HOW ASSESSMENTS WORK

Assessments at ASC are designed to measure whether you've achieved competency in the skills and knowledge required for professional practice. They should also be taken as an opportunity for self-reflection on areas for growth. Assessment types include:

- Written assignments and case studies
- Practical demonstrations and role plays
- Online quizzes
- Reflective journals

- Student clinic observations and assessments
- Shiatsu practice logbooks
- Group activities and presentations

Key Assessment Principles

Fairness: All students are assessed against the same criteria.

Flexibility: Reasonable adjustments are available if you have a disability, learning difference, or other need.





Validity: Assessments are directly related to the skills and knowledge you need as a practitioner.

Reliability: Assessment decisions are consistent, evidence-based, and quality-assured.

SUBMITTING ASSESSMENTS

- **Follow instructions carefully:** Each assessment has specific requirements—read them thoroughly.
- **Use the correct format:** Submit via the LMS in the required file type (usually Word or PDF).
- **Complete a cover sheet or declaration:** Confirm that the work is your own.
- **Meet deadlines:** Submit on or before the due date.

If you need an extension, apply at least 2 business days in advance using the official extension form, with supporting evidence if required.

-  [ASC Assessment Submission & Feedback Procedure](#)
-  [Extension and Special Consideration Policy](#)
-  [Guide to Extension & Special Consideration Requests](#)
-  [Assignment Extension Request \(form\)](#)

Late Submissions

- Assessments submitted late without an approved extension will incur a **\$50 late fee**.
- The assessment will not be marked until the fee is paid.
- Repeated late submissions may trigger a support check-in to ensure you're coping with the workload.

Feedback and Results

After your assessment is marked, you'll receive:

- A result: **Competent, Not Yet Competent**, or (in some cases) **RPL** (Recognition of Prior Learning)
- Written feedback explaining your result and identifying areas for improvement


Feedback is usually provided within **3 weeks (15 business days)** of the due date or submission.

Use feedback constructively—it's designed to help you improve, not to criticise.

Resubmissions

If your assessment is marked **Not Yet Competent**, you'll be offered **one opportunity to resubmit**:

- Your trainer will provide clear guidance on what needs to be improved.
- You'll be given a new deadline for resubmission.
- The resubmitted work will be reassessed against the same criteria.

 Student Resubmission & Supplementary Assessment Procedure

WHAT HAPPENS IF ACADEMIC MISCONDUCT IS SUSPECTED?

If a trainer suspects plagiarism, cheating, or other misconduct:

- The matter will be investigated fairly and confidentially.
- You'll be given an opportunity to explain and provide evidence.

- If misconduct is confirmed, consequences may include:
 - A formal warning
 - Requirement to resubmit or complete an alternative assessment
 - A "Not Competent" result
 - In serious or repeated cases, suspension or exclusion from the course


All cases are recorded and managed according to College policy.

 Academic Integrity (Plagiarism:AI Use) Investigation Procedure

 Assessment & Academic Integrity Policy

APPEALS





If you believe an assessment decision was unfair, you have the right to appeal. You must lodge your appeal in writing within **14 days** of receiving your result.


 Complaints and Appeals Policy

TIPS FOR MAINTAINING ACADEMIC INTEGRITY

- Start assignments early so you're not rushed.
- Always reference your sources using APA style (or as instructed).
- If you use AI for brainstorming or research, acknowledge it and ensure your final work is in your own words and reflects your understanding.
- Ask for help if you're unsure—trainers and student support are here to assist.
- Keep all drafts and notes as evidence of your own work.

RELATED POLICIES AND PROCEDURES

-  [ASC Plagiarism & AI Use Guide for Students](#)
-  [ASC Referencing Guide: Using APA 7th Edition](#)
-  [Assessment & Academic Integrity Policy](#)
-  [Extension and Special Consideration Policy](#)

 [Complaints and Appeals Policy](#)

 [Plagiarism Policy](#)

 [Copyright Policy](#)

COPYRIGHT AND USE OF ASC MATERIALS

WHAT IS COPYRIGHT?

Copyright is a form of intellectual property that protects original works like books, articles, images, videos, and music. At ASC, we respect copyright law and expect all students to do the same.

ASC COURSE MATERIALS

The learning materials provided by ASC—including subject outlines, session plans, tutorial recordings, handouts, assessments, and policies—are copyright-protected and are for your personal study only.

You may:

- Use materials for your own learning and assessment
- Print or save copies for personal reference
- Share materials with your study group or peers within ASC (e.g., via LMS discussions or private messages)—but not publicly

You may not:

- Share, upload, or distribute ASC materials publicly (social media, file-sharing sites, YouTube, forums)
- Copy or reproduce materials for commercial purposes
- Remove copyright notices or alter ASC branding
- Share tutorial recordings or course content with people who are not enrolled in your course

Why does this matter?

ASC invests significant time and expertise in creating high-quality educational content.

Unauthorised sharing undermines our ability to deliver excellent education and may breach copyright law.

THIRD-PARTY MATERIALS IN YOUR ASSIGNMENTS

Some ASC materials include content from third-party creators (books, articles, images). These are provided under educational licences and must not be further copied or distributed without permission.

When creating your assignments:

- Always reference your sources using APA 7th Edition style
- Don't plagiarise—see the ASC Plagiarism & AI Use Guide for Students and Plagiarism Policy
- Use images, charts, or data only from sources you have permission to use (e.g., Creative Commons licensed, openly licensed, or cited as permitted under fair dealing for research/study)
- Check copyright before using online content—most websites, images, and videos are copyright-protected

For guidance, see:

 [ASC Plagiarism & AI Use Guide for Students](#)

 [ASC Referencing Guide: Using APA 7th Edition](#)

ATTENDANCE & ENGAGEMENT

Regular attendance and active engagement are essential to your success at ASC. Learning happens through a combination of self-directed study, live and recorded tutorials, hands-on practical classes, and real-world clinic experience. This section explains what's expected across all learning modes and how to stay on track.

WHY ATTENDANCE MATTERS

While some flexibility exists in how and when you engage with content, consistent participation is strongly encouraged because:

- **Tutorials** are where you can ask questions directly and receive immediate feedback from trainers.

- **Practical classes** develop hands-on skills that cannot be learned through reading or video alone.
- **Clinic sessions** provide real-world experience working with clients under supervision.
- **Self-directed learning** builds the foundational knowledge needed to participate meaningfully in all other activities.

Regular engagement keeps you connected to the learning community, prevents you from falling behind, and helps us identify early if you need additional support.

ONLINE TUTORIAL ATTENDANCE

What's Expected

You are expected to participate in **100% of live online tutorials**—either by attending live or by watching the recording and submitting the tutorial attendance form.

Live tutorials provide opportunities to:

- Ask questions and receive real-time feedback
- Engage in group discussions and case studies
- Connect with peers and trainers
- Deepen your understanding through active learning

How to Participate

If attending live:


- Join the scheduled Zoom session on time.
- **Use your real name** when logging in so your attendance can be accurately recorded.
- **Have your video on** where possible to facilitate engagement and connection.
- Be prepared, having completed any required self-directed learning tasks beforehand.
- Participate actively: ask questions, contribute to discussions, and engage in group activities.

If you miss a live session:

1. Watch the full recording (uploaded to the "Tutorial Recordings" section within 7 days).
2. Complete the **Tutorial Attendance Form** after viewing to confirm your participation, including short reflection on what you took from watching the tutorial
3. Reach out to your trainer or post in the discussion forum if you have follow-up questions.

Tutorial Etiquette

- Mute your microphone when not speaking.
- Use the chat function respectfully.
- Avoid distractions—find a quiet space and give the session your full attention.
- Do not record, screenshot, or share tutorial content without permission.
- Be respectful of all participants and their contributions.

 Tutorial Attendance and Participation Expectations (Students)

SELF-DIRECTED LEARNING

Self-directed learning includes pre-recorded videos, readings, reflection activities, and preparation tasks. You are expected to engage with **100% of this content** in a timely manner.

Why It Matters

- Provides foundational knowledge and theory.
- Prepares you for tutorials and practical classes so you can engage meaningfully.
- Allows you to learn at your own pace and revisit content as needed.

What's Expected

- **Watch all pre-recorded videos** assigned for each topic or week.
- Complete all readings and reflection activities outlined in your weekly guidance emails.
- **Prepare questions or topics** you'd like to explore further during tutorials.

- **Stay on schedule**—falling behind in self-directed learning makes it difficult to participate effectively in live sessions.

If You're Struggling

If you're having trouble keeping up with self-directed learning due to time constraints, technical issues, or other challenges, reach out to student support early. We can help you develop a plan to get back on track.

 Student Support and Foundation Skills Policy

PRACTICAL SKILLS-BASED CLASSES (IN-PERSON WEEKLY AND INTENSIVE)

Practical classes are where you develop the hands-on skills essential for safe and effective practice under the supervision of an experienced trainer. These sessions cannot be replicated through recordings or reading alone.

Attendance Expectations

You are expected to **actively participate in at least 80% of practical sessions** for each subject, whether delivered in a weekly format or as an intensive block. This ensures you gain sufficient hands-on experience to meet competency requirements.

Active participation means:

- Being present and engaged throughout the session.
- Practicing techniques with peers under supervision.
- Asking questions and receiving feedback from trainers.
- Demonstrating skills as required for assessment.

Falling Below 80%

Students who do not meet the 80% attendance threshold may be required to repeat the subject or workshop the following year to demonstrate competency. If you're struggling to attend due to illness, personal circumstances, or other challenges, contact student support or administration as early as possible.

Optional Participation After Passing

If you missed sessions due to documented compassionate or compelling circumstances (e.g., illness, family emergency), and you have still met the 80% threshold and been awarded competency, you may be invited to participate in those missed sessions again at **no additional cost** (subject to space availability).

For Level Two graduates who wish to consolidate their learning, you may participate in Level Two subjects again in the **year directly**

following graduation at a reduced rate of **25% of the standard subject fee**, subject to availability. This option supports ongoing mastery and professional confidence.

Beyond the first year, the standard graduate repeat rate of **50%** applies to all subjects and workshops, available for up to **5 years post-graduation**.

Student Clinic Attendance

Student clinic sessions are where you apply your skills in a real-world setting under supervision. Clinic attendance is essential to meet your **logbook requirements** for supervised clinical treatments, which are a core assessment component.

What's Expected

- **Meet the minimum logbook requirements** for supervised clinical shiatsu treatments (the specific

number is outlined in your course materials and clinic manual).

- **Additional clinic hours are encouraged** if you wish to build confidence and deepen your clinical skills.
- Be punctual, professional, and prepared for every clinic session.
- **Follow all clinic policies**, including infection control, privacy, and client interaction protocols.

Level Two Clinic Responsibilities: Treating Clinic Like a Work Shift

For Level Two students, the student clinic operates with **paying clients who have booked appointments**. This is not just a learning environment—it is a professional practice setting, and you should treat your

What This Means:

- **Honour your commitments:** Once you are rostered for a clinic shift, you are expected to attend. Clients are relying on you, and your absence impacts both their experience and the clinic's operations.
- **Arrange cover if needed:** If you need to swap or trade a shift for personal reasons, **it is your responsibility** to arrange coverage with a fellow student and notify your clinic supervisor in advance.
- **Communicate illness or emergencies:** If you are unwell or facing an emergency and cannot attend, notify your clinic supervisor **as soon as possible** so alternative arrangements can be made. Illness is an acceptable reason for absence, but timely communication is essential.
- **Develop professional work skills:** Taking responsibility for your commitments is a key part of becoming a professional practitioner. Reliability, communication, and accountability are skills you will carry into your future practice.

Repeated unexplained absences or failure to arrange appropriate cover may be treated as a

conduct issue and affect your progression or standing in the program.


If You Need to Miss a Scheduled Clinic

For Level One students, if you need to miss a scheduled student clinic session, reach out to your clinic supervisor or student administration as soon as possible to discuss **make-up pathways**. We understand that life circumstances can interfere with attendance, and we're here to help you stay on track.

For Level Two students, if you have not met your clinical logbook requirements by the end of your scheduled classes, your **clinical participation can continue into the year following class completion** until the requirements are met. This ensures you have adequate time and support to achieve competency without undue pressure.

Recording Your Clinic Attendance

Your attendance and treatments will be logged in your clinical logbook, which must be signed off by your clinic supervisor. This logbook is submitted as part of your assessment evidence.

 [Clinic Operations & Supervision Policy](#)

 [Student Clinic Manual](#)

COMMUNICATION IS KEY

If you're unable to attend or engage for any reason –illness, family emergency, work commitments, technical issues–**let us know as soon as possible**. Open communication helps us support you and make reasonable adjustments where needed.

Repeated Absences

If you miss **two consecutive sessions** (tutorials, practical classes, or clinic) without explanation, student administration will follow up with you to:

- Check if you're experiencing difficulties (personal, academic, technical, or financial).
- Offer support and connect you with appropriate resources.
- Discuss strategies to help you re-engage with your studies.

We're here to help—reach out early rather than waiting for us to contact you.

[Where to Get Help & Key Contacts](#)

TIMETABLES AND REMINDERS

Check your timetable and LMS announcements regularly.

 [Level One Timetables](#)

 [Level Two Timetables](#)

 [Semester One Short Course Timetables](#)

 [Semester Two Short Course Timetables](#)

Announcements and changes will be posted to your subject pages on the LMS.

TIPS FOR STAYING ENGAGED

- **Plan ahead:** Mark all tutorials, practical classes, and clinic sessions in your calendar.
- **Prepare in advance:** Complete self-directed learning before tutorials and practical sessions.
- **Communicate early:** If you know you'll miss a session, let your trainer or admin know as soon as possible.
- **Use recordings wisely:** If you miss a live tutorial, watch the recording promptly and submit the attendance form with reflection on your learning.
- **Ask for help:** If you're struggling to keep up, reach out to student support—we can help you develop a plan.

COMMUNICATION, ETIQUETTE & ANNOUNCEMENTS

Clear, respectful, and timely communication is essential to your success at ASC and to maintaining a positive learning community. This section outlines how the College communicates with you, how you should communicate with staff and peers, and what's expected in all digital interactions.

HOW ASC COMMUNICATES WITH YOU

Course Announcements

Trainers and administration will send important updates, reminders, and course information via

announcements in the Learning Management System (LMS).

- Announcements appear on your LMS dashboard and are also sent via email notification.
- Check your LMS at least twice a week to stay informed.
- Announcements may include assessment reminders, tutorial changes, resource updates, or important policy information.

Weekly Guidance Emails

You'll receive weekly guidance emails outlining:

- Self-directed learning tasks to complete before the next tutorial
- Topics to be covered in upcoming sessions
- Key deadlines and reminders

Read these carefully and use them to prepare for each week's learning.

Read these carefully and use them to prepare for each week's learning.

Student Email

Your ASC student email is the **official channel** for all college communications. This includes correspondence from:

- Student administration
- Trainers and assessors
- Student support services
- Finance and enrolment teams
- You are responsible for:
- Checking your student email **daily**
- Responding promptly to requests or queries
- Using your student email (not personal email) for all official correspondence

If you miss important emails, you may miss deadlines, support offers, or essential information.

How You Should Communicate

General Principles:

- **Be professional and respectful** in all communications, whether via email, chat, discussion forums, or in person.
- **Be clear and concise:** State your question or concern clearly, include relevant details (e.g., subject name, assessment title, date), and be specific about what you need.
- **Be timely:** Respond to emails and requests within a reasonable timeframe (usually within 2 business days).
- **Be patient:** Staff aim to respond within 2-3 business days. If your matter is urgent, indicate this clearly in the subject line.

Email Etiquette

When emailing trainers or admin:

- Use a clear subject line (e.g., "Extension Request - Specialised Care 1 Assignment")

- Start with a polite greeting (e.g., "Hi [Name]" or "Dear [Role]")
- Keep your message focused and to the point
- Sign off appropriately (e.g., "Thanks, [Your Name]")
- Proofread before sending
- Avoid:
 - Using all caps (it reads as shouting)
 - Sending multiple emails about the same issue without waiting for a response
 - Using overly casual or inappropriate language

Discussion Forums

Discussion forums in the LMS are collaborative learning spaces where you can:

- Ask questions and share insights
- Discuss case studies and course content
- Support your peers' learning

Forum guidelines:

- Stay on topic and contribute meaningfully

- Be respectful of different perspectives and experiences
- Do not share confidential information about clients, peers, or your personal circumstances without consent
- If you disagree with someone, do so respectfully and constructively

Zoom and Live Tutorials

During live sessions:

- Use your real name so trainers and peers can engage with you
- Mute your microphone when not speaking
- Use the chat for questions or comments, but avoid off-topic or distracting messages
- Be respectful and attentive—avoid multitasking or having side conversations
- If you have technical issues, let the trainer know via chat or email

Asking for Help

If you need support—academic, technical, personal, or administrative—**reach out early**. The sooner you communicate, the more options we have to help you.

Where to Get Help & Key Contacts

When to use which channel

- Announcements: trainer-to-class updates you must read and act on in the LMS.
- Forum: subject questions, peer discussion, non-confidential clarification.
- Email to trainer: personal or sensitive study issues not suitable for the forum.
- Student Administration: enrolment, fees, USI, support referrals, documentation.
- Complaints/Appeals: use the formal process when a matter needs review.

Announcements You Should Act On

Some announcements require action from you, such as:

- Assessment deadline reminders
- Changes to tutorial times or sessions
- Requests to update your details or complete forms
- Invitations to provide feedback or participate in surveys

Make it a habit to read all announcements carefully and take any required action promptly.

PRIVACY AND CONFIDENTIALITY IN COMMUNICATION

THE NATURE OF LEARNING AT ASC

By the nature of Shiatsu and Oriental Therapies training, your learning will often involve:

- Practicing skills on and with your peers (e.g., taking case histories, conducting consultations, giving and receiving treatments)
- Engaging in discussions about personal health, wellbeing, and life experiences
- Exploring your own self-awareness, emotions, and personal journey as part of developing therapeutic presence

Sharing personal, medical, and sometimes sensitive information is an authentic and essential part of your education. This helps you develop

empathy, communication skills, and the depth of personal understanding required to be an effective practitioner.

You Are Not Obligated to Share Everything

While authentic sharing supports deep learning, you are never required to disclose anything you're not comfortable sharing. You have the right to:

- Set your own boundaries about what you discuss or reveal
- Decline to participate in an activity or discussion if it feels too personal
- Share only what feels safe and appropriate for you at any given time

There is no expectation of "complete open book" sharing.

As your cohort develops and friendships and trust deepen, many students find themselves sharing more

freely—but this is always your choice, never a requirement.

If you're uncomfortable with a particular activity, discussion, or question, speak privately with your trainer. Alternative approaches or accommodations can often be arranged.

CONFIDENTIALITY IS ESSENTIAL

Because of this personal and vulnerable sharing, maintaining confidentiality is a core professional and ethical responsibility. What is shared in tutorials, practical sessions, and peer practice must stay confidential.

You are expected to:

- **Respect the privacy** of your peers and never share or discuss their personal information, health details, or experiences outside the learning context.
- **Not repeat or gossip** about anything disclosed during tutorials, group activities, or practical sessions.

- **Treat your peers' trust with care**, just as you would a client's confidentiality in professional practice.

Breaches of confidentiality are serious and may be treated as misconduct under the Code of Conduct Policy.

 Code of Conduct Policy – Students and Staff

TUTORIAL RECORDINGS AND YOUR PRIVACY

All live tutorials are recorded to support student learning. These recordings are:

- **Available only to enrolled students** in your subject/cohort for review and catch-up purposes.
- Stored securely for two years, after which they are deleted.
- **Not reused or shared publicly** without explicit permission from all participants.

If you share something personal during a tutorial and later wish it to be removed from the

recording, you have the right to request that section be edited out. Contact student administration or your trainer as soon as possible after the session.

Remember: While recordings are private to your cohort, they are accessible to all students in your subject, so be mindful of what you share in recorded sessions.

DISCUSSION FORUMS: KNOW YOUR AUDIENCE

ASC's discussion forums have different levels of visibility, and it's important to understand who can see your posts:

Subject-Specific Forums

- Visible to **students enrolled in that subject** across multiple cohorts (past, current, and future).
- Your posts may be seen by students who completed the subject before you or who will study it after you.

- Use these spaces for academic discussion, questions about content, and peer support—but be mindful that your comments are visible beyond your immediate cohort.

General/Community Forums

- Some discussion spaces (e.g., general discussion, community forums, or practitioner groups) are **publicly accessible** to the broader ASC graduate and practitioner community.
- Do not share personal, medical, or confidential information in these spaces.
- These forums are for broader professional discussions, resource sharing, and community connection—not for sensitive or private matters.

Before posting in any forum, ask yourself:

- Who can see this?
- Am I comfortable with this being visible to students/practitioners outside my immediate cohort?
- Does this respect the privacy of myself and others?

PRIVATE OR SENSITIVE MATTERS

If you need to discuss something personal, sensitive, or confidential:

- Contact your trainer, student support, or administration privately via email rather than posting in a forum or group chat.
- Request a one-on-one meeting if needed.
- Remember that staff are bound by confidentiality and privacy policies and will handle your information with care.

 [Privacy Policy](#)

 [Student Support and Foundation Skills Policy](#)

YOUR RESPONSIBILITY

Confidentiality is not just a College rule—it's a professional standard you'll carry into practice. By respecting your peers' privacy now, you're developing the ethical foundations required for safe, trustworthy therapeutic practice.

If you're unsure whether something is appropriate to share or discuss, err on the side of caution and ask a trainer or admin for guidance.

SOCIAL MEDIA AND ONLINE PRESENCE

If you engage with ASC or your peers on social media:


- Be professional and respectful—your online behaviour reflects on you and the College
- Do not share client information, assessment content, or confidential college matters
- Follow the College's social media guidelines if posting about your ASC experience

 [Social Media Policy](#)

RELATED POLICIES AND PROCEDURES

 [Code of Conduct Policy – Students and Staff](#)

 [ICT, Information Security & Acceptable Use Policy](#)

 [Privacy Policy](#)

FEE PAYMENT & ADMINISTRATION

Understanding your financial responsibilities and the support available is an important part of your student journey. This section explains how fees work, payment expectations, and what to do if you're experiencing financial difficulty.

YOUR FEE AGREEMENT

When you enrol at ASC, you agree to a **fee schedule and payment plan** that outlines:

- The total cost of your course studies for the academic year
- Payment instalments and due dates
- Any additional costs (e.g., materials, late fees)

You are responsible for:

- Understanding what you've agreed to pay and when
- Keeping up with your payment schedule
- Notifying student administration **immediately** if you're experiencing payment difficulties

HOW FEES ARE PAID

Diploma Students

Most Diploma students pay via **monthly instalments**:

- A **\$100 deposit** is due on acceptance of your course offer
- **10 monthly instalments** follow (amounts vary based on your course and fee schedule)
- Payments are typically managed via **direct debit** (automatic payments from your nominated account)

Direct Debit Setup:

- You'll receive a link to authorise direct debit via GoCardless when you enrol

- Payments will be automatically debited on the agreed dates
- Your bank statement will show transactions as **"AUSHIATSUCOL"**

If a direct debit payment fails, a **\$5 dishonour fee** will be added to your invoice.

If you choose not to use direct debit, you're responsible for making manual payments by the due date each month.

Short Course and Workshop Students

Payment terms vary by course. You'll be invoiced according to the terms outlined at enrolment.

You can pay by direct deposit or through link on your invoice by card (processing fees apply). You can pay online by card when applicable:

 Pay Student fees by card

PAYMENT REMINDERS AND LATE FEES

ASC sends automatic payment reminders via email:

- **7 days before** your payment is due
- **On the day** your payment is due
- **1 week and 2 weeks after** the due date (if payment hasn't been received)
- **30 days after** the due date, advising that a **2% monthly interest charge** will be applied to overdue amounts

WHAT HAPPENS IF YOU DON'T PAY?

Unpaid fees can have serious consequences:

- **After 30 days overdue:** Interest charges begin to accrue
- **After 90 days overdue:** Your account may be escalated, which can result in:
 - Suspension from study or assessment

- Loss of access to results, resources, or graduation
- Restriction on progression or re-enrolment
- Referral to an external debt collection agency

We don't want this to happen—communicate early if you're struggling to pay.

Financial Difficulty and Hardship

If you're experiencing financial difficulty, contact student administration as soon as possible. Options may include:

- A revised payment plan or temporary deferral of payments
- Referral to external financial support services
- Discussion of withdrawal or deferral options if continuing is not viable


All requests for financial hardship support must be made in writing and include supporting evidence (e.g., Centrelink statement, evidence of unemployment or unexpected expense).

REFUNDS AND WITHDRAWALS

If you withdraw from your course, refund eligibility depends on:

- When you withdraw (before or after the census date)
- Whether resources or materials have been provided
- The terms outlined in your enrolment agreement

To request a refund, submit a written application using the official refund form. Refunds are assessed and processed according to College policy.

 [Student Deferral and Withdrawal Policy](#)

 [Student Withdrawal & Deferral Procedure](#)

 [Fees, Charges & Refunds Policy](#)

OTHER FEES AND CHARGES

In addition to course fees, you may incur costs for:

- **Late assessment submission:** \$50 fee if you submit without an approved extension (see Section 5 for details).
- **Materials and resources:** Students are charged an annual materials fee for additional equipment, or supplies
- **Replacement or reissue of documents:** Fees may apply for replacement testamurs or transcripts

All additional fees are outlined in your course information and fee schedule.

KEEPING YOUR DETAILS UP TO DATE

To ensure you receive invoices, reminders, and important financial communications:

- Keep your contact details (email, phone, address) current
- Notify student administration immediately if your details change
- Check your student email regularly for financial correspondence

INVOICES AND RECEIPTS

- You can request your invoices and account statements by contacting student administration
- If you need a receipt or statement for tax or Centrelink purposes, request this from admin

QUESTIONS ABOUT FEES?

If you have any questions about your fees, payment plan, invoices, or financial options, contact student administration

PRIVACY & CONFIDENTIALITY

At ASC, we take your privacy seriously. We collect, store, and use your personal information responsibly and in accordance with Australian privacy law. This section explains what information we collect, how it's used, your rights, and your responsibilities to protect the privacy of others.

WHAT INFORMATION DO WE COLLECT?

When you enrol and study at ASC, we collect personal information including:

- **Contact details:** Name, address, phone, email

- **Enrolment and academic information:** Course details, assessment results, attendance records, academic progress
- **Unique Student Identifier (USI):** Required for all VET students and used for official reporting
- **Financial information:** Payment details, invoices, fee agreements
- **Support needs:** Information about disabilities, learning needs, or other circumstances that may require reasonable adjustments
- **Health and safety information:** Relevant to clinic participation or emergency response (e.g., allergies, emergency contacts)


We may also collect information through:

- Surveys and feedback forms
- Tutorial recordings and clinic observations (for educational and assessment purposes)
- Communications with staff (emails, meeting notes, incident reports)

WHY DO WE COLLECT THIS INFORMATION?

We collect and use your information to:


- Process your enrolment and manage your student record
- Deliver teaching, assessment, and student support services
- Meet legal and regulatory obligations (e.g., reporting to government agencies)
- Communicate with you about your course, assessments, fees, and support
- Ensure health and safety in learning and clinic environments
- Improve our services through feedback and quality assurance processes


 Student Privacy & Enrolment Data Statement

HOW DO WE PROTECT YOUR INFORMATION?

Your personal information is stored securely and accessed only by authorised staff who need it to perform their role. We use:

- Password-protected digital systems with role-based access controls
- Secure file storage (physical and digital) in accordance with our records management policies
- Confidentiality agreements for all staff, contractors, and trainers
- Regular reviews and audits of data security practices

 Confidential Information Policy

 Records Retention & Archiving Policy

 Data and Records Management Policy & Procedures

 ICT, Information Security & Acceptable Use Policy

WHO CAN ACCESS YOUR INFORMATION?

Access to your personal information is limited to:

- **ASC staff and trainers:** Who need it to deliver your education, assess your work, or provide support
- **External agencies:** Where required by law (e.g., government regulators, funding bodies, USI registry)
- **Third parties with your consent:** For example, if you authorise us to share information with an employer or another education provider

We will **never** sell your information or share it for marketing purposes without your explicit consent.

YOUR RIGHTS

You have the right to:

- **Access your information:** Request a copy of the personal information we hold about you
- **Correct your information:** Ask us to update or correct inaccurate or incomplete records
- **Withdraw consent:** Where you've given consent for specific uses, you can withdraw it (though this may affect our ability to provide some services)
- **Make a complaint:** If you believe your privacy has been breached, you can lodge a complaint with ASC

or with the Office of the Australian Information Commissioner (OAIC)

To exercise any of these rights, contact the Privacy Officer via student administration.

 [Privacy Policy](#)

YOUR RESPONSIBILITIES: RESPECTING OTHERS' PRIVACY

As well as protecting your information, you have a responsibility to respect the privacy and confidentiality of:

- **Your peers:** Do not share other students' personal information, contact details, or anything discussed in tutorials, forums, or peer interactions
- **Clients:** In student clinic settings, client information is strictly confidential and must never be discussed outside the clinic or educational context without explicit consent


- **Staff:** Respect the privacy of trainers and staff—do not share their personal contact details or private communications

In Clinic Settings

Client confidentiality is a professional and legal requirement. You must:

- Only access client records for educational or treatment purposes
- Never photograph, copy, or remove client records without permission
- Not discuss clients by name or with identifying details outside authorised educational settings
- Obtain written consent before using any client case material for assignments or presentations (with all identifying information removed)

Breaches of client confidentiality can result in disciplinary action and may have legal consequences.

 [Clinic Operations & Supervision Policy](#)

 [Confidential Information Policy](#)

Tutorial Recordings and Online Privacy

- **Tutorial recordings:** Live Zoom tutorials are recorded for educational purposes. By attending, you consent to being recorded. Recordings are only accessible to enrolled students and staff.
- **Do not record or screenshot:** You must not record, screenshot, or share tutorial content, discussions, or any other college materials without explicit permission.
- **Be mindful of what you share:** Anything you say or share in a tutorial, forum, or group chat may be visible to others. Avoid sharing sensitive personal information in public spaces. Please contact administration if you sensitive or confidential material has been discussed during a recorded tutorial and wish for it to be removed from the recording.

SOCIAL MEDIA AND ONLINE CONDUCT

If you post about your ASC experience online:

- Do not identify clients, peers, or staff without their consent
- Do not share confidential college information or assessment content
- Be mindful that your online behaviour reflects on you professionally

WHAT TO DO IF YOU SUSPECT A PRIVACY BREACH

If you believe your privacy (or someone else's) has been breached:

1. Report it immediately to your trainer, student administration, or the Privacy Officer
2. Do not attempt to "fix" the breach yourself or share details with others
3. ASC will investigate and take appropriate action, including notifying affected parties and authorities if required



Records Retention & Archiving Policy



Data and Records Management Policy & Procedures

HOW LONG DO WE KEEP YOUR INFORMATION?

We retain your records in accordance with legal and regulatory requirements:

- Academic records and results: 30 years
- Enrolment and financial records: 7 years after course completion
- **Clinic and health records:** 7 years after last attendance
- **Other records:** As per the Records Retention & Archiving Policy

 Records Retention & Archiving Policy

MORE INFORMATION

If you have questions or concerns about privacy, contact the Privacy Officer.

STUDENT SUPPORT & WELLBEING

Your wellbeing matters. At ASC, we understand that life can be challenging, and sometimes personal, financial, or academic difficulties can affect your ability to study. This section outlines the support available to you and how to access it.

OUR COMMITMENT TO YOU

We are committed to creating a supportive, inclusive learning environment where every student has the opportunity to succeed. Whether you're facing challenges with your studies, your health, your finances, or your personal circumstances, **help is available**—and asking for it early makes all the difference.


TYPES OF SUPPORT AVAILABLE

Academic Support

If you're struggling with course content, assessments, or study skills, you can access:

- **Support from trainers:** Ask questions during tutorials, post a topic for discussion in the subject forum, or email your trainer for clarification.
- **Study skills resources:** Guides on time management, reflective writing, referencing, and more are available via the LMS.
- **Extension and special consideration:** If you need more time or adjustments due to illness or hardship, apply formally using the process outlined in Section 5.
- **Language, literacy, and numeracy (LLN) support:** Tailored assistance for students who need help with reading, writing, numeracy, or digital skills.

 [Student Support and Foundation Skills Policy](#)

 [Language, Literacy, Numeracy \(LLN\) and Foundation Skills Policy](#)

 [Student Study Guide](#)

Wellbeing and Personal Support

Your mental health and personal wellbeing are just as important as your academic progress. If you're experiencing:

- Stress, anxiety, or depression
- Family or relationship difficulties
- Grief or loss
- Financial hardship
- Health issues (physical or mental)

Reach out for support. You can:

- **Self-refer** using the Student Support Self-Referral Form
- Contact student administration or your trainer in confidence
- Access external support services via our referral directory

 [Student Support Self-Referral Form](#)

 [External Support Services Directory](#)

Financial Support and Hardship

If you're struggling to pay your fees or facing unexpected financial difficulty:

- Contact student administration immediately—payment plans or deferral options may be available.
- See [Fee Section](#) for more details on fees, financial hardship, and refund processes.

 Fees, Charges & Refunds Policy

Reasonable Adjustments for Disability or Learning Differences


If you have a disability, learning difference, medical condition, or other circumstance that may affect your ability to participate fully in your studies, you have the right to request **reasonable adjustments**. This might include:


- Extra time for assessments
- Alternative assessment formats
- Accessible learning materials
- Adjusted attendance or participation requirements

Adjustments are made on a case-by-case basis and must not compromise the integrity of the qualification or competency standards.

To request an adjustment:

1. Notify student administration or your trainer as early as possible (ideally before your course starts).
2. Provide supporting documentation (e.g., medical certificate, psychologist's report, disability support letter).
3. Work with staff to develop a support plan tailored to your needs.

 Access, Equity, Inclusion, and Diversity Policy




 Student Support Referral & Foundation Skills Intervention Procedure

LEAVE OF ABSENCE AND SPECIAL CONSIDERATION

If you need to take time away from your studies due to illness, caring responsibilities, or significant personal circumstances, you may be eligible for:

- **Leave of Absence (LOA):** A short break from your studies (usually up to a few weeks)
- **Deferral:** Pausing your enrolment for a longer period (see Section 8 and withdrawal/deferral procedures)

To apply, submit the relevant form with supporting evidence.

-  [Leave of Absence / Special Consideration Procedure](#)
-  [Student Deferral and Withdrawal Policy](#)
-  [Student Deferral & Withdrawal Application](#)

HOW TO ACCESS SUPPORT

Step 1: Reach Out Early

- Don't wait until things become overwhelming. The earlier you seek help, the more options we have to support you.

Step 2: Contact the Right Person

- For academic or assessment concerns: Your trainer or unit coordinator

- **For personal, wellbeing, or financial issues:** Student administration or complete the self-referral form
- **For technical or enrolment issues:** Student administration or IT support

Step 3: Be Honest and Provide Details

- The more information you can provide about your situation, the better we can tailor support to your needs. All conversations are treated confidentially.

Step 4: Work with Us

- Support is a partnership. We'll work with you to create a plan, but you'll need to engage with the process and communicate regularly about your progress.

STUDENT REVIEWS AND CHECK-INS


At the conclusion of each semester during your diploma studies, you will participate in a **student review**. This is an opportunity to:

- Discuss your progress and any challenges you're facing
- Review your goals and adjust your study plan if needed
- Access additional support or resources

These reviews are supportive, not punitive—they're designed to help you succeed.

 Book Student Review Session

At any time you are also welcome to arrange a check in session with a director to ask questions or raise concerns

 Student Support Check

CONFIDENTIALITY AND PRIVACY

All support interactions are confidential. Information about your personal circumstances, health, or support needs is only shared with staff who

need to know in order to assist you, and always in accordance with privacy law.

 [Privacy Policy](#)

EMERGENCY SUPPORT

If you or someone you know is in crisis or at immediate risk of harm, contact emergency services:

- Emergency (Police, Ambulance, Fire): 000
- Lifeline (24/7 crisis support): 13 11 14
- Beyond Blue (mental health support): 1300 22 4636
- 1800 RESPECT (domestic/family violence): 1800 737 732

For a full list of emergency and support contacts, see:

 [External Support Services Directory](#)

YOUR WELLBEING IS OUR PRIORITY

We want you to succeed—not just academically, but as a whole person. If you're struggling, please reach out. There's no shame in asking for help, and doing so is a sign of strength and self-awareness.

APPEALS & FEEDBACK

At ASC, we are committed to fair, transparent processes and continuous improvement. If you have a concern, disagree with a decision, or want to provide feedback about your experience, we have clear processes in place to support you.

THE DIFFERENCE BETWEEN COMPLAINTS, APPEALS, AND FEEDBACK

Complaints

A complaint is an expression of dissatisfaction about any aspect of your experience at ASC, including:

- The quality of teaching or resources

- Staff or student behaviour
- Facilities, safety, or accessibility
- Administrative processes or communication
- Assessment processes (but not the outcome itself)

Appeals

An appeal is a formal request to review a specific decision, such as:

- An assessment result (Competent / Not Yet Competent)
- A credit transfer or RPL decision
- A disciplinary or academic misconduct outcome
- A refund or fee decision

Feedback

Feedback is your opportunity to share suggestions, observations, or experiences—positive or negative—that can help us improve. Feedback can be informal and doesn't always require a formal response.

YOUR RIGHTS

You have the right to:

- Raise concerns or lodge complaints and appeals without fear of victimisation or disadvantage
- Be treated fairly, respectfully, and with confidentiality throughout the process
- Have your matter investigated impartially and resolved in a timely manner
- Be informed of the outcome and any actions taken
- Access an independent external review if you're not satisfied with the outcome

HOW TO PROVIDE FEEDBACK

Feedback is always welcome and can be provided:

- **During student reviews:** Share your thoughts about your learning experience, resources, or supports.
- **Via surveys:** You'll be invited to complete surveys at the end of subjects and after graduation.

- **Informally to staff:** Speak directly with your trainer, coordinator, or admin staff.
- **Through the ASC Feedback Form:** Submit anonymous or named feedback online at any time.

 [ASC Feedback Form](#)

 [Student Experience Survey](#)

Feedback helps us understand what's working well and where we can improve. You don't need to lodge a formal complaint to share your thoughts—we want to hear from you.

HOW TO MAKE A COMPLAINT

Step 1: Try Informal Resolution (Optional)

If you feel comfortable, try speaking directly with the person or people involved to resolve the issue. Many concerns can be addressed quickly through open, respectful conversation.

If informal resolution isn't appropriate or doesn't resolve the matter, move to a formal complaint.

Step 2: Lodge a Formal Complaint

Submit your complaint:

- **In writing** using the ASC Complaints Form or via email to student administration
- Include:
 - Your name and contact details
 - A clear description of the issue or incident
 - When and where it occurred
 - Who was involved (if relevant)
 - What outcome or resolution you're seeking
 - Any supporting evidence or documentation

Timeframes:

- Complaints should generally be lodged within **21 days** of the incident (or **14 days** for assessment-related matters), unless there are exceptional circumstances.

Step 3: Acknowledgment and Investigation


- You'll receive written acknowledgment of your complaint within **7 days**.

- A College Director or designated staff member will investigate the matter impartially.
- You may be asked for additional information or to participate in a meeting or mediation.
- The other party will be informed of the complaint and given an opportunity to respond.

Step 4: Outcome and Resolution

- You'll receive a written outcome within **28 days** of lodging your complaint (unless the matter is complex and requires more time—you'll be kept informed).
- The outcome may include:
 - An explanation or clarification
 - An apology
 - Changes to policy, process, or practice
 - Referral for further action (e.g., disciplinary process)
 - No action (if the complaint is not substantiated)

 [Complaints and Appeals Policy](#)

 [Student Complaint or Appeal Lodgement & Resolution Procedure](#)

HOW TO LODGE AN APPEAL

Step 1: Understand What You're Appealing

Appeals are specifically for challenging **decisions**, not processes. You can appeal:

- An assessment result
- An RPL or credit transfer decision
- A disciplinary outcome
- A refund or financial decision

You cannot appeal:

- The design of an assessment task (this is a complaint, not an appeal)
- General dissatisfaction without a specific decision being challenged

Step 2: Try to Resolve It First (Where Appropriate)

For **academic appeals** (e.g., assessment results):


- First, discuss your concerns with your assessor/trainer. Many issues can be resolved through conversation and clarification.

- If unresolved, escalate to the unit coordinator or Director of Educational Services.

Step 3: Lodge a Formal Appeal

Submit your appeal **in writing within 14 days** of receiving the decision you're challenging. Include:

- The decision you're appealing and the date you were notified
- The grounds for your appeal (why you believe the decision was incorrect or unfair)
- Any supporting evidence
- What outcome you're seeking

 Student Complaint or Appeal Lodgement & Resolution Procedure

Step 4: Review and Outcome

- Your appeal will be reviewed by a College Director or staff member **not involved in the original decision.**
- You'll receive a written outcome within **21 days.**
- The outcome may:

- Uphold the original decision
- Overturn or modify the decision
- Require reassessment or additional evidence

Step 5: Further Appeal (If Needed)


If you're not satisfied with the outcome, you may request an **independent external review** by a third party. ASC will provide details of external review options if this stage is reached.

EXTERNAL REVIEW AND REGULATORY BODIES

If you believe ASC has not resolved your complaint or appeal fairly, or if the matter involves a serious breach of RTO standards, you can contact:

- Australian Skills Quality Authority (ASQA): The national regulator for RTOs
 - Website: www.asqa.gov.au
 - Phone: 1300 701 801

- ASQA Complaints Portal
- **Victorian Ombudsman:** For complaints about public administration and fairness
 - Website: www.ombudsman.vic.gov.au
- **Consumer Affairs Victoria:** For consumer protection and fair trading issues
 - Website: www.consumer.vic.gov.au

 Complaints and Appeals Policy

CONFIDENTIALITY AND NO VICTIMISATION

- All complaints and appeals are managed confidentially. Only staff directly involved in resolving the matter will have access to the details.
- You will not be disadvantaged, penalised, or treated unfairly for raising a genuine concern or appeal in good faith.
- Any retaliation or victimisation against a complainant is a serious breach of College policy and will be investigated.

 Code of Conduct Policy – Students and Staff

RECORD-KEEPING

All complaints, appeals, and their outcomes are recorded in the College's Complaints and Appeals Register and retained securely for compliance and continuous improvement purposes.








Records Retention & Archiving Policy

TIPS FOR MAKING A COMPLAINT OR APPEAL

- **Be clear and specific:** Describe what happened, when, and who was involved. Focus on facts, not emotions.
- **Provide evidence:** Include any relevant documents, emails, or records that support your case.
- **Be respectful:** Even if you're upset, communicate professionally and constructively.
- **Keep records:** Save copies of all correspondence and documentation related to your complaint or appeal.

- **Ask for help:** If you're unsure how to proceed, contact student administration or a support person.

RELATED POLICIES AND PROCEDURES

-  Complaints and Appeals Policy
-  Student Complaint or Appeal Lodgement & Resolution Procedure
-  Assessment & Academic Integrity Policy
-  Code of Conduct Policy – Students and Staff
-  Charter of Student Rights and Responsibilities

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER

If you have prior qualifications, work experience, or skills gained outside formal education, you may be eligible for **Recognition of Prior Learning (RPL)** or **Credit Transfer (CT)**. This can reduce the amount of training and assessment you need to complete and help you progress faster through your studies.

WHAT IS CREDIT TRANSFER?

Credit Transfer is recognition for units of competency you've already completed and had formally awarded by another Registered Training

Organisation (RTO) or as part of another VET qualification.

When Can I Get Credit Transfer?

You're eligible for credit transfer if:

- You've completed a unit with the **exact same unit code** as required in your ASC course
- You can provide official evidence (Statement of Attainment, testamur, or transcript)
- The unit was completed at a recognised RTO

Common Examples


- If you've completed a **Diploma of Remedial Massage**, you may be eligible for credit transfer for units such as:
 - HLTAAP002 (Confirm physical health status)
 - HLTWHS004 (Manage work health and safety)
 - CHCCOM006 (Establish and manage client relationships)
 - CHCPRP003 (Reflect on and improve own professional practice)


- CHCDIV001 (Work with diverse people)

How Do I Apply?


1. Submit a Credit Transfer Application via the online form.
2. Provide certified copies of your Statement of Attainment or testamur.
3. Provide your **Unique Student Identifier (USI)** and authorise ASC to access your transcript for verification.

Credit Transfer is free and usually processed within **10 business days** of receiving all required documentation.

 Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC), and Credit Transfer Policy

 Recognition of Prior Learning (RPL) / Credit Transfer (CT) Application Form

 RPL and Credit Transfer Application Procedure

 Student Guide: Authorising Access to Your USI (Unique Student Identifier) for Credit Transfer

WHAT IS RECOGNITION OF PRIOR LEARNING (RPL)?

RPL is a process where your skills, knowledge, and experience—gained through work, life, or informal learning—are assessed and recognised towards your qualification, even if you don't have a formal qualification for that unit.

When Might I Apply for RPL?

You may be eligible for RPL if:

- You've been working in the industry or a related field and have developed relevant skills
- You've completed training that doesn't match a specific unit code (e.g., overseas qualifications, industry training, higher education units)
- You've completed part of a course or module but don't have formal documentation

What Evidence Do I Need?

Evidence for RPL can include:

- Work references or employer statements
- Portfolios of your work (e.g., case studies, treatment notes, client feedback)
- Certificates from short courses or professional development
- Logbooks, journals, or records of practice
- Third-party verification (e.g., supervisor, mentor, or industry professional)

The RPL Process

1. **Submit an RPL application** outlining which unit(s) you're seeking recognition for and describing your relevant experience.
2. **Provide evidence** as outlined above.
3. **Assessment:** An RPL assessor will review your application and evidence. You may be asked to:
 - Provide additional documentation
 - Participate in an interview or demonstration
 - Complete a gap assessment task if your evidence doesn't fully cover all requirements

4. **Outcome:** You'll receive a written decision within **4 weeks**. If successful, the unit(s) will be marked as RPL on your record. If not successful, you'll be advised what additional evidence or learning is required.

RPL may incur a fee—this will be advised when you apply.

WHAT IS RECOGNITION OF CURRENT COMPETENCY (RCC)?

RCC is used when you were previously awarded a unit of competency, but that unit has since been **superseded** (replaced with a newer version). If you can demonstrate that your skills are still current and meet the requirements of the new unit, you may be granted recognition without having to repeat training.

When Does RCC Apply?

- You completed a unit under an older qualification (e.g., an earlier version of the Diploma of Shiatsu)

- You're upgrading or re-enrolling and need to meet the requirements of the current training package
- You can provide evidence of recent, relevant practice (e.g., CPD records, client logs, supervisor statements)

For AVETMISS reporting purposes, RCC is recorded as RPL.

 Practitioner Upgrade Pathway Guidelines

SPECIAL CASE: FIRST AID CREDIT TRANSFER

If you hold a current **First Aid certificate** (e.g., HLTAID011), you may be eligible for credit transfer in your ASC course.

Requirements:

- Your First Aid certificate must be current (not expired ie within 3 years)

- NB you must have a current First Aid certificate to participate in Level Two clinic and at time of graduation
- You must provide a copy of your Statement of Attainment
- You must authorise ASC to verify your qualification via the USI registry


 First Aid Credit Transfer (CT) Application Form

CAN I GET PARTIAL CREDIT?

No. Recognition is awarded at the **unit of competency level only**. However, if you've completed part of a subject or module, you may still apply for RPL by providing sufficient evidence of competency. Gap training or assessment may be required for missing components.

HOW DOES RPL/CT AFFECT MY COURSE?

- **Fees:** Credit transfer and RPL may reduce your course fees (depending on how many units are granted). Check with student administration for details.
- **Timeframe:** Recognised units reduce the number of subjects you need to complete, which may shorten your overall course duration. NB the full diploma takes a minimum of 2 years to complete for skill progression without prior Shiatsu experience
- **Graduation:** Once all required units (whether through study, credit transfer, or RPL) are completed, you'll be eligible for graduation.

 Graduation, Certification & Testamur Issuance Policy & Procedure

APPLY EARLY

The sooner you apply for credit transfer or RPL, the better. Ideally:

- Apply before your course starts or within the first few weeks of enrolment

- This ensures you don't complete training or assessments for units you may already be eligible for

APPEALS

If your RPL or credit transfer application is declined and you believe the decision was incorrect, you can lodge an appeal.



Complaints and Appeals Policy



Student Complaint or Appeal Lodgement & Resolution Procedure

NEED HELP?

If you're unsure whether you're eligible for RPL or credit transfer, or need help gathering evidence:

- Contact student administration
- Speak with your course coordinator
- Review the full policy and application guidelines

DIGITAL LEARNING: USING THE LMS & ONLINE TUTORIALS

Most of your learning at ASC happens online—through the Learning Management System (LMS), live Zoom tutorials, recorded sessions, and digital resources. This section helps you navigate these systems confidently and get the most out of your online learning experience.

YOUR LEARNING MANAGEMENT SYSTEM (LMS)

The LMS is your **central hub** for all course materials, assessments, announcements, and

communication. You'll use it throughout your studies to:

- Access subject content, readings, videos, and resources
- Submit assessments and receive feedback
- View tutorial recordings
- Check announcements and course updates
- Participate in discussion forums
- Track your progress and results

Logging In

- You'll receive your ASC student email and LMS login details after enrolment.
- Access the LMS via: [https://
classroom.australianshiatsucollege.edu.au](https://classroom.australianshiatsucollege.edu.au)
- Use your **ASC student email address** and the password you set during account setup.

If you have trouble logging in, contact student administration or IT support immediately.

 [Google & Microsoft Login Setup Instruction](#)

Navigating the LMS

- **Dashboard:** Your home screen shows enrolled subjects, recent activity, upcoming deadlines, and announcements.
- **Subjects/Courses:** Click on a subject to access all its lessons, assessments, and resources.
- **Lessons:** Content is organised into topic-based lessons. Work through them in order (unless otherwise instructed).
- **Assignments:** Submit your assessments via the LMS. You'll also receive feedback and results here.
- **Announcements:** Check regularly for important updates from trainers and admin.
- **Discussion Forums:** Participate in subject-specific or general student forums to ask questions and share insights.

Tips for Using the LMS Effectively

Log in at least twice a week to stay up to date with announcements, new content, and deadlines.

- **Set up email notifications** so you're alerted to new announcements, forum posts, and feedback.
- **Organise your study time:** Work through lessons and complete self-directed tasks **before** attending tutorials.
- **Use the search function** to quickly find policies, forms, or specific resources.
- **Bookmark important pages** (e.g., timetables, tutorial recordings, policy documents) for easy access.

 Student Study Guide

LIVE ZOOM TUTORIALS

Most tutorials are conducted live via **Zoom**, where you'll interact with your trainer and peers in real time.

Before the Tutorial

- Complete all self-directed learning tasks outlined in your weekly guidance email.
- **Test your technology:** Ensure your internet connection, webcam, and microphone are working.
- Find a quiet, distraction-free space where you can focus and participate.
- **Have materials ready:** Notebook, pen, any readings or case studies you'll be discussing.

Joining the Tutorial


- **Access Zoom links** via your LMS subject page.
- **Log in with your real name** so your attendance can be recorded.
- **Arrive on time** (or a few minutes early) to settle in and test your audio/video.

During the Tutorial

- **Turn your video on** (where possible) to facilitate engagement and connection.

- **Mute your microphone** when not speaking to reduce background noise.
- **Use the chat function** to ask questions, share links, or comment—but stay on topic.
- **Participate actively:** Answer questions, contribute to discussions, and engage in group activities.
- **Be respectful** of the trainer and your peers—wait your turn to speak and listen attentively.

 Zoom/Online Tutorial Procedure

 Tutorial Attendance and Participation Expectations (Students)

If You Miss a Live Tutorial

Don't panic—recordings are available!

1. **Watch the recording:** Recordings are uploaded to the "Tutorial Recordings" section of your subject within **7 days**.
2. **Complete the Tutorial Attendance Form:** After watching the full recording, submit the form to confirm your participation and log your attendance.

3. **Reach out with questions:** If the recording doesn't answer all your questions, email your trainer or post in the discussion forum.

 Tutorial recording attendance

TECHNICAL REQUIREMENTS

To participate fully in online learning, you'll need:

- **A reliable internet connection:** Broadband or mobile data sufficient for video streaming and Zoom calls.
- **A computer, laptop, or tablet:** Smartphones can work but are not ideal for extended use or assessment submissions.
- **A webcam and microphone:** Built-in or external—needed for live tutorials.
- **Up-to-date web browser:** Chrome, Firefox, Safari, or Edge (latest version recommended).
- **Zoom app:** Download the free Zoom app for the best experience.
- **Microsoft Office or Google Docs:** For creating and submitting assignments (ASC uses Google

Workspace, so you have access to Google Docs, Sheets, and Slides).

If You're Having Technical Issues

- Check your internet connection and restart your device.
- Update your browser or Zoom app to the latest version.
- **Contact IT support** via the IT Issue/Feature Request Form or email. You can request features or report issues via the IT form
- **Let your trainer know** if technical issues prevent you from attending or submitting on time—extensions or alternative arrangements may be possible.

 [IT Issue/Feature Request Form](#)

Digital Etiquette and Security

Acceptable Use


- Use your ASC accounts and the LMS **only for educational purposes.**
- Do not share your login details with anyone.


- Keep passwords secure and log out on shared devices
- Do not record, screenshot, or share tutorial content, student discussions, or college materials without permission.
- Be professional and respectful in all online interactions.
- De-identify client or peer information; protect privacy in all online spaces.

Protecting Your Privacy

- Be mindful of what you share in forums, chats, and tutorials—avoid posting personal, medical, or confidential information.
- Keep your student account and email secure with a strong password.
- Report any suspicious activity or security concerns to IT support immediately.

 [ICT, Information Security & Acceptable Use Policy](#)

 [Privacy Policy](#)

 [ASC ICT, Information Security & Acceptable Use Agreement Form](#)

ACCESSING TUTORIAL RECORDINGS AND RESOURCES

- **Tutorial recordings** are stored in the "Tutorial Recordings" lesson within each subject.
- **Subject resources** (readings, videos, guides, forms) are organised by week or topic within each subject.
- **Policy documents** and student resources are available in the "Knowledge Hub" section of the LMS.

TIPS FOR SUCCESSFUL ONLINE LEARNING

- **Stay organised:** Keep track of deadlines, tutorial times, and upcoming assessments using a calendar or planner.
- **Create a study routine:** Set aside regular time each week for self-directed learning, watching tutorials, and completing assessments.
- **Engage actively:** Don't just passively watch or read—take notes, ask questions, and participate in discussions.

- **Seek help early:** If you're struggling with technology, understanding content, or managing your workload, reach out for support.
- **Take breaks:** Online learning can be tiring—schedule regular breaks to rest your eyes and mind.

 Student Study Guide

FREQUENTLY ASKED QUESTIONS (FAQ)


This section answers common questions students have about studying at ASC. If your question isn't answered here, contact student administration or refer to the relevant policy or procedure linked throughout this manual.

ENROLMENT AND GETTING STARTED

How do I set up my USI and give ASC permission to access it?


Your **Unique Student Identifier (USI)** is required for all VET students. If you don't have one, create it at usi.gov.au. You must also authorise ASC to access your

USI transcript for enrolment and credit transfer purposes.

 [Student Guide: Authorising Access to Your USI for Credit Transfer](#)

When does the semester start, and how do I find my timetable?

Semester start dates and timetables are published on the LMS and sent via email before the start of each term. You can also find them here:

 [Level One Timetables](#)

 [Level Two Timetables](#)



 [Semester One Short Course Timetables](#)

 [Semester Two Short Course Timetables](#)

What do I need to bring to class or clinic?

For in-person classes and clinic, you'll need:

- Your own linen (futon cover, sheets, pillowcases)
- A face cloth

- Any required materials (e.g., textbooks, notebooks)
 - Comfortable, professional clothing
-  Student Equipment & Linen List for Clinic
-  Shiatsu Equipment Suppliers

How do I update my contact details?

Use the **Update Student Info** form on the LMS or contact student administration directly.

 Update Student Info

What if I forget my LMS password?

If you've forgotten your LMS password:

1. Go to the LMS login page: [https://
classroom.australianshiatsucollege.edu.au](https://classroom.australianshiatsucollege.edu.au)
2. Click "Forgot Password" or "Reset Password"
3. Enter your ASC student email address
4. Follow the instructions in the password reset email sent to your inbox

5. If you don't receive the email within 10 minutes, check your spam/junk folder

If you're still unable to reset your password, contact

IT support:



IT Issue/Feature Request Form

- Email:

technology@australianshiatsucollege.edu.au

TUTORIALS AND ATTENDANCE

What if I can't attend a live tutorial?

Watch the recording (uploaded within 7 days) and complete the **Tutorial Attendance Form** to confirm your participation.



Tutorial recording attendance



Tutorial Attendance and Participation Expectations (Students)

Do I have to have my video on during Zoom tutorials?

Yes, where possible. Having your video on helps you engage with your trainer and peers and creates a more connected, collaborative learning environment. If you have a specific reason you can't use video, let your trainer know.

What if I have technical issues during a tutorial?

Let your trainer know via chat or email. If the issue prevents you from attending, watch the recording and complete the attendance form. For ongoing technical problems, contact IT support.



IT Issue/Feature Request Form

ASSESSMENTS AND RESULTS

How do I submit an assessment?

Most assessments are submitted via the LMS. Follow the instructions in the assessment task, attach your file (Word or PDF), and click submit. Always include the required cover sheet or declaration.

 [ASC Assessment Submission & Feedback Procedure](#)

What if I need more time to complete an assessment?

Apply for an **extension** at least 2 business days before the due date using the official form. Include a reason and supporting evidence if required.

 [Assignment Extension Request](#)

 [Extension and Special Consideration Policy](#)

What happens if I submit late without an extension?


A **\$50 late fee** applies. Your assessment won't be marked until the fee is paid.

How long will it take to get my feedback and results?

Feedback and results are usually provided within **3 weeks (15 business days)** of the due date or submission date.


What if I'm marked "Not Yet Competent"?


You'll be offered **one opportunity to resubmit**. Your trainer will provide clear guidance on what needs to be improved. Follow the resubmission procedure and meet the new deadline.

 Student Resubmission & Supplementary Assessment Procedure

Can I appeal an assessment result?

Yes. First, discuss your concerns with your trainer. If unresolved, you can lodge a formal appeal within **14 days** of receiving your result.

 [Complaints and Appeals Policy](#)

 [Student Complaint or Appeal Lodgement & Resolution Procedure](#)

How do I reference my sources?

ASC uses **APA 7th Edition** referencing style. A detailed guide is available on the LMS.


 [ASC Referencing Guide: Using APA 7th Edition](#)

FEES AND PAYMENTS

How do I pay my fees?

Most Diploma students pay via **direct debit** (automatic monthly payments). You can also pay manually by card or bank transfer. Payment details and schedules are outlined in your enrolment agreement.

 [Pay Student fees by card](#)

 [Fees, Charges & Refunds Policy](#)

What if I'm struggling to pay my fees?

Contact student administration immediately. Financial hardship options may be available, including revised payment plans.

Can I get a refund if I withdraw?

Refund eligibility depends on when you withdraw and the terms of your enrolment agreement. Submit a **Refund Application** for assessment.


 [Student Fee Refund Application](#)


 [Fees, Charges & Refunds Policy](#)

STUDENT CLINIC

How do I enrol in student clinic?

Enrolment forms and instructions are available on the LMS. You'll need to complete the enrolment process before your first clinic session.


 [Level 1 Student Clinic Enrolment](#)


 Level 2 Student Clinic Enrolment

 Register Observation in Level Two Clinic

What do I do if there's an incident or injury in clinic?

Report it immediately to your clinic supervisor and complete an **Incident/Injury Report Form**.

 Incident/Injury Report Form

 ASC Clinic Incident & Adverse Event Response Procedure

SUPPORT AND WELLBEING

Who do I contact if I need academic or personal support?

For academic support, contact your trainer or unit coordinator. For personal or wellbeing support, use the **Student Support Self-Referral Form** or contact student administration.

 Student Support Self-Referral Form

What if I need a reasonable adjustment for a disability or learning difference?

Contact student administration as early as possible. Provide supporting documentation, and we'll work with you to develop a support plan.


Can I take a break from my studies?


Yes. You can apply for **Leave of Absence** (short-term) or **Deferral** (longer-term). Submit the relevant form with supporting evidence.

CREDIT TRANSFER AND RPL

How do I apply for Credit Transfer or RPL?

Submit an application via the online form with supporting evidence (Statement of Attainment, work references, etc.). Apply as early as possible in your studies.

 Recognition of Prior Learning (RPL) / Credit Transfer (CT) Application Form

 Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC), and Credit Transfer Policy

POLICIES AND DOCUMENTS

Where can I find all ASC policies and procedures?

All policies, procedures, forms, and guides are available on the LMS in the Knowledge Hub section or linked throughout this manual.

How do I provide feedback about my experience?

We welcome your feedback! Submit it via the **ASC Feedback Form** or participate in surveys sent throughout your studies.

 [ASC Feedback Form](#)

 [Student Experience Survey](#)

Still have questions? Contact student administration or refer to [Where to Get Help & Key Contacts](#).

WHERE TO GET HELP & KEY CONTACTS

At ASC, we're here to support you throughout your studies. This section provides key contact information and guidance on who to reach out to for different types of support.

GENERAL CONTACT INFORMATION

Australian Shiatsu College

- Phone: [\(03\) 9387 1161](tel:0393871161)
- Email: info@australianshiatsucollege.edu.au
- Website: <https://australianshiatsucollege.edu.au>
- Student Portal (LMS): <https://classroom.australianshiatsucollege.edu.au>
- **Postal Address:**
 - PO Box 121, Hurstbridge VIC 3099

KEY RESPONSIBILITIES AT ASC

Director - Quality Assurance & Compliance - Jason

Director - Curriculum & Educational Content -
Jason

Director - Student Administration - Yong

Director - Student Wellbeing & Progress - Link

Director - Operations, Facilities & WHS - Link

Director - Information Technology (IT) & Data
Security - Jason

Director - Marketing & Community Outreach - Rosy

Director - Business & Financial Planning - Jason

Director - Human Resources & Staff Development -
Rosy

WHO TO CONTACT FOR WHAT

Academic and Assessment Support

For questions about:

- Course content, tutorials, or subject-specific queries
- Assessment tasks, feedback, or results
- Extensions or resubmissions

Contact: Your subject trainer or unit coordinator

via:

- Email (via LMS messaging or their ASC email)
- Discussion forums in your subject
- During or after tutorials

If your trainer is unavailable or you need further support, contact the **Director of Educational Services** via student administration.

Student Administration

For questions about:

- Enrolment, re-enrolment, or course changes

- Fees, payments, invoices, or refunds
- Deferral, withdrawal, or leave of absence
- USI or transcript requests
- General administrative matters

Contact: Student Administration

- **Email:**
studentadmin@australianshiatsucollege.edu.au
- **Phone:** [\(03\) 9387 1161](tel:(03)93871161)

Student Support and Wellbeing

For support with:

- Personal, mental health, or wellbeing concerns
- Financial hardship
- Disability or learning support needs
- Academic difficulties (e.g., study skills, time management, LLN support)

Contact: Complete the **Student Support Self-Referral Form** or contact student administration to arrange a confidential discussion.

 Student Support Self-Referral Form

 External Support Services Directory

IT and Technical Support

For help with:

- LMS access or login issues
- Email or account setup
- Zoom or online tutorial technical problems
- Submitting assessments or accessing recordings

Contact: IT Support

- Submit a request: [IT Issue/Feature Request Form](#)
- Email:
technology@australianshiatsucollege.edu.au

Clinic Support

For questions about:

- Student clinic enrolment or bookings
- Clinic procedures, forms, or requirements

- Changing or cancelling clinic sessions
- Clinic incidents or safety concerns

Contact: Clinic Administration


- **Email:** clinic@australianshiatsucollege.edu.au
- **Phone:** (03) 9387 1161

Complaints, Appeals, and Feedback

If you need to:

- Lodge a formal complaint
- Appeal an assessment or administrative decision
- Provide feedback about your experience

Contact: Student Administration or complete the relevant form:

 Student Complaint or Appeal Lodgement & Resolution Procedure

 ASC Feedback Form


Credit Transfer and RPL

For questions about:

- Applying for credit transfer or RPL
- Verification of prior qualifications
- Practitioner upgrades or pathway options

Contact: Student Administration or your course coordinator

- **Email:** academic@australianshiatsucollege.edu.au

 Recognition of Prior Learning (RPL) / Credit Transfer (CT) Application Form

 Practitioner Upgrade Pathway Guidelines

Emergency and Crisis Support Services

Service	Purpose	Contact
Emergency Services	Police, Ambulance, Fire	000 or 112
Lifeline	24/7 crisis support and suicide prevention	13 11 14 www.lifeline.org.au
Beyond Blue	Mental health information and support	1300 22 4636 www.beyondblue.org.au
1800 RESPECT	Domestic, family, and sexual violence support	1800 737 732 www.1800respect.org.au
Headspace	Youth mental health (12-25 years)	1800 650 890 www.headspace.org.au
Suicide Call Back Service	24/7 telephone and online counselling	1300 659 467 www.suicidecallbackservice.org.au

MensLine Australia	Men's telephone and online support	1300 78 99 78 www.mensline.org.au
Kids Helpline	Support for young people (5-25 years)	1800 55 1800 www.kidshelpline.com.au
QLife	LGBTIQA+ peer support and referral	1800 184 527 www qlife.org.au
National Debt Helpline	Free financial counselling	1800 007 007 www.ndh.org.au
Reading Writing Hotline	Literacy and numeracy support	1300 655 506 www.readingwritinghotline.edu.au

After-hours emergencies: For urgent safety or wellbeing concerns outside office hours, contact **000** or a crisis support line such as **Lifeline (13 11 14)**.

 External Support Services Directory

Regulatory and External Contacts

If you've exhausted ASC's internal processes and wish to escalate a concern, you can contact:

Australian Skills Quality Authority (ASQA)

The national regulator for Registered Training Organisations.

Website: www.asqa.gov.au

Phone: [1300 701 801](tel:1300701801)

Complaints: ASQA Complaints Portal

Victorian Ombudsman

For complaints about public administration and fairness.

Website: www.ombudsman.vic.gov.au

Phone: [1800 806 314](tel:1800806314)

Consumer Affairs Victoria

For consumer protection and fair trading matters.

Website: www.consumer.vic.gov.au

Phone: [1300 558 181](tel:1300558181)

OFFICE HOURS AND RESPONSE TIMES

Student Administration and






Support:

Monday-Friday, 10:00 AM - 4:00 PM
(AEST)

Email Response Times:

We aim to respond to all emails within
2-3 business days. Urgent matters
should be clearly marked in the subject
line.

QUICK LINKS FOR STUDENTS

-  [Student Portal \(LMS\)](#)
-  [Policies & Procedures](#)
-  [Timetables](#)
-  [Forms and Applications](#)
-  [Student Community & Specialist Clinic Manual](#)

 [IT Support Request](#)

 [Feedback Form](#)

WE'RE HERE TO HELP

Don't hesitate to reach out if you have questions, concerns, or need support. The sooner you contact us, the more effectively we can assist you. Your success is our priority, and we're committed to supporting you every step of the way.

Welcome to the ASC community—we're glad you're here!