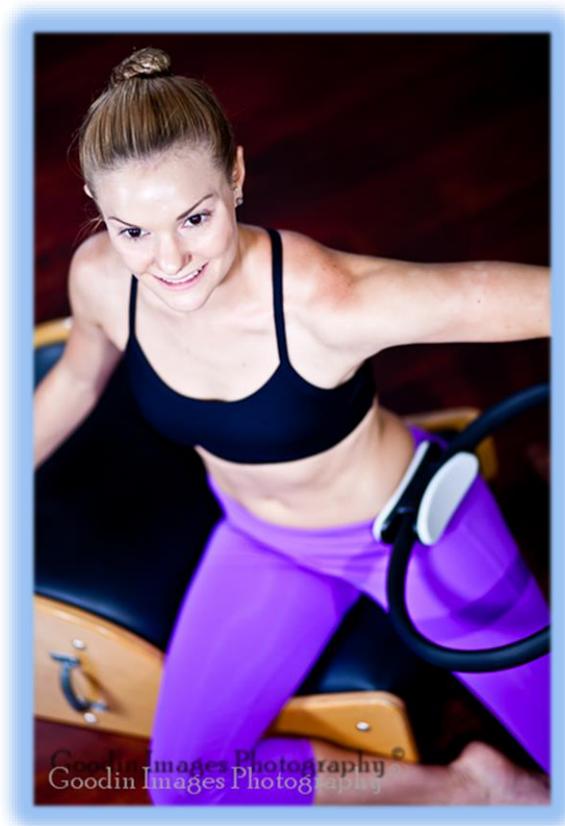


Tensegrity Training 60182



# Student Handbook

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2021

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## Contents

Introduction and Welcome .....	3
Professional Practice .....	4
USI and Change of Contact Details .....	4
Fees .....	4
Refund Policy .....	5
Attendance.....	6
Deferment.....	6
Issuing of Qualifications or Statements of Attainment.....	6
Student File.....	7
Copyright .....	7
Assessment Submission.....	7
Assessments, Re-Sitting of Assessments and Assessment Appeals.....	7
Re-Sitting of Assessments.....	8
Assessment Appeals.....	8
Disciplinary Procedures.....	8
Breach of Guidelines and Disciplinary Procedure .....	9
Appeals and Complaints.....	10
Appeals and Complaints Procedures.....	10
Appeals Policy .....	10
Appeals Procedure: .....	10
Complaint Policy .....	11
Complaint Procedure.....	11
Discrimination, Bullying and Harassment .....	12
Equal Opportunity Policy .....	12
Educational and Learning Support.....	13
Our responsibilities.....	13
Recognition of Prior Learning (RPL) and Credit for learners .....	14
Work Health and Safety Policy.....	14
Privacy Policy.....	15
Fees and enrolment payments.....	15
Course Requirements and Employment Options .....	16
Contact Details for Further Information .....	16



## Tensegrity Training – Student Handbook

### **Introduction and Welcome**

*Welcome to Tensegrity Training!*

Our aim is to provide high quality training to the Allied Health industry and to expand the role of Pilates and Movement Therapy to new and existing professionals. We hope that if you are already trained in Exercise Science, Physiotherapy or any other modality, that our training will equip you to work as an inspiring practitioner, open your own business or enhance your existing practice with a new suite of skills.

We offer a range of courses that serve as both Professional Development for existing Allied Health Practitioners or those new to the Health industry and are keen to acquire skills and knowledge enter a new career path.

Students will be required to meet the terms and conditions of the course once enrolled.

We trust you will enjoy your learning journey and motivated to work towards achieving a government-accredited qualification with a highly respected training organisation.



## Administration, Logistics and Details

### Professional Practice

All trainers and assessors delivering training and assessment on behalf of Tensegrity Training are expected to abide by standards of professional practice, as reflected in the Codes of Practice of either of the Pilates Industry professional associations, being Australian Pilates Method Association Inc. (APMA) or Pilates Alliance Australia Inc. (PAA).

### USI and Change of Contact Details

Students are responsible for obtaining a USI (Unique Student Identifier) which is free and simple to create. Just go to <https://www.usi.gov.au/documents/students-and-usi-factsheet-students> to find out how the system works, then fill in all the relevant details, provide a valid form of identification and a USI will be created for you. All domestic Vocational Education (VET) students in Australia require this USI number to access Government Accredited Training, and having the USI gives students access to a comprehensive transcript of all training they have completed.

It is also the responsibility of the student to notify the Australian Government if throughout the course there are any changes to name, address, etc. These changes can be made via the USI (Unique Student Identifier) portal: [www.usi.gov.au](http://www.usi.gov.au).

If, for example, a student gets married and takes on a new name, moves to a new address, or changes contact details, it is important to notify the Australian Government and it is also the responsibility of the student to notify their Course Provider and/or the Tensegrity Training administration of these changes in order to ensure that certificates and issued with the correct student information.

### Fees

Deposits and Learner Materials fee are paid directly to Tensegrity Training and subsequent payments are made in accordance with the payment schedule established by and payable to the Course Provider. At the time of enrolment students are required to pay a course fee deposit and purchase access to their Learning Materials consisting of all Course Manuals/Powerpoint presentations/prescribed readings and exercise videos.

A **non-refundable** separate enrolment fee applies to each enrolment.



## Refund Policy

Following commencement of a course, course fees paid will **not be** refundable.

1. Should the student cancel their enrolment prior to **14 days prior to course commencement** of course commencement, a 95% refund will apply to fees paid. (A 5% administration fee applies in this situation).
2. Cancellation of enrolment within **14 days of commencement of a course**, 50% refund of deposit fee paid will apply and Learner Material Fee is **non-refundable**
3. Cancellation of enrolment within **7 days of commencement of course**, the Deposit and Learner Material Fee is **non-refundable**
4. If cancellation is due to significant medical issues and is within 7 days prior to the commencement date of the course and a Doctor's certificate can be provided, a 50% refund of fees paid will be provided or the student may elect to transfer to next available course.
5. The enrolment Fee is non-refundable
6. **No refund** will be given once the course commences. (The course is deemed to have commenced on the starting date of the course).

## Fee Refunds

For more detailed information see Tensegrity Training's Refund Policy.

If in the unlikely event that a course is cancelled due to insufficient numbers, students will be transferred to another cohort in a subsequent intake. Students may opt to receive a refund for the deposit amount, however the Learning Material fee component is **non-refundable** as students can still continue with the online learning component of the course and complete all associated assessment tasks. This fee grants students to all learning texts and online support material.

## Course Withdrawal

### Termination

- a. A student's enrolment can be terminated by the Course Provider and / or Tensegrity Training (RTO Code 60182);
  - i) If the consideration to be paid by the Student to the Course Provider or any part thereof remains unpaid without notification for the space of Seven (14) days;
  - ii) If the Student fails to observe any of the conditions outlined in this document;
  - iii) At any time prior to the commencement of the Course if in the opinion of the Course Provider there is an insufficient number of students enrolled in the Course for the organisation to run the Course.



- b. If the Course Provider elects to terminate the course enrolment in accordance with sub-clauses a.(i) or a.(ii) of this clause, then all amounts previously paid by the Student to the Course Provider will be forfeited to the Course Provider.
- c. If the Course Provider elects to terminate this Agreement to run the course no less than 7 days prior to the scheduled start date in accordance with sub-clause a.(iii) of this Clause, the Course Provider will refund to the Student all course fees previously paid by the Student to the Course Provider.
- d. If the student chooses to withdraw from the course for any reason other than significant medical reasons (must be supported by a Medical Certificate) and if no other solutions are available, the Course Provider recovers the Student tuition fees payable by the Student which remain unpaid at the date of termination together with such other amounts as may be owing by the Student to the Course Provider.
- e. Upon withdrawal the student must continue to pay scheduled course fee payments as per the payment schedule provided by the Course Provider

### **Attendance**

Attendance at 80% of all face-to-face sessions is compulsory. Non-attendance due to sudden illness or emergency may be allowed at the discretion of the Course Provider and may require the presentation of a Doctor's Certificate.

If a student cannot make a face-to-face session for a reason approved by the Course Provider, the student may attend the equivalent contact day of the next course delivery.

If the Course Provider has not cleared non-attendance it will be the student's responsibility to obtain the information missed in that contact session.

### **Deferment**

Students wishing to defer their studies must notify Tensegrity Training in writing as soon as practical, including reasons for requesting deferment and intended time of deferment. Deferment will be granted at the discretion of Tensegrity Training and the Course Provider. Course fees paid will not be refunded upon deferment of the course and Course fees are deemed still payable but may also be deferred at the discretion of the Course Provider.

### **Issuing of Qualifications or Statements of Attainment**

For Short Courses, a "Statement of Attainment" will be issued to students who have successfully completed all the required assessment tasks of each unit of competency associated with the Short Course.

For nationally recognised qualifications, when a student has successfully completed all assessments tasks (including personal practice and clinical practice hours) within the identified time frame, they will receive the nationally recognised qualification they have enrolled in. Where a student does not complete all the assessment requirements of the qualification within the required time frame, they will be issued with a Statement of



Attainment for those units of competency for which they have demonstrated competency.

### Student File

A student file is kept containing copies of all documents and correspondence relating to a student's enrolment. Students may have access to their files by applying in writing to Tensegrity Training.

### Copyright

All materials created by or for Tensegrity Training are bound by copyright and/or trademark and subject to legal recourse under the relevant copyright or trademark laws.

## Assessments

### Assessment Submission

Students are responsible for ensuring that assessment tasks are successfully submitted within the specified timeframe.

The due date is the final date that assessment tasks will be accepted. The due date is the date set by the Course Provider.

The completed assessment task should be submitted as outlined at the time the student is advised of the assessment requirements.

All assessments are to be submitted in electronic format, in Microsoft Word or PDF and uploaded to the student learning management system (LMS) – CANVAS and Summative Assessments to the student portal in VETtrak.

### Assessments, Re-Sitting of Assessments and Assessment Appeals

A variety of assessment methods are used. Reasonable adjustment in the assessment activities may be made for special circumstances on a needs basis.

Any student unable to sit an assessment due to ill health is required to produce a Doctor's certificate.

An administration charge of \$150 will be imposed for any assessment activity taken outside the scheduled time.

Assessment outcomes will be notified in writing to the student within 30 days of the completion of all required assessment tasks by the student.

Assessments should be submitted on or before the due date. Extensions may be applied for but must be supported by appropriate and reasonable evidence as to why an extension is required and will be approved at the discretion of the Course Provider.

An assessment decision for each unit of competency has the following outcomes:

- **Competent** – means the requirements of the unit of competency have been met
- **Not yet Competent** – means the requirements of the unit of competency have not been demonstrated by the student.



Where a student has been assessed as Not Yet Competent, the student will be informed of what additional evidence is required to demonstrate competency, and a time for the re-assessment will be identified by the Course Provider. Only one (1) re-assessment is allowed.

### **Re-Sitting of Assessments**

For full qualifications, summative assessments generally apply to multiple units of competency. Students may undertake up to two attempts at each assessment activity. If after two attempts the student is still Not Yet Competent (NYC), the student will be advised to re-sit the course at a reduced course fee, determined by the Course Provider.

### **Assessment Appeals**

Re-assessments may also be a result of a student appealing against the outcome of a previous assessment decision. The appeals process follows the appeals procedure as specified in the Tensegrity Training Policies and Procedures document, (available on request by emailing ([info@tensegritytraining.com.au](mailto:info@tensegritytraining.com.au) )

### **Assessment Deadlines**

Students failing to submit assignments by the prescribed due date will be charged a \$50 marking fee in order to cover additional costs incurred by assessors assessing outside of scheduled timeframes.

## **Disciplinary Procedures**

### **Disciplinary Procedures**

There is an expectation that students display a high level of personal responsibility for their learning and for their interaction with other students, their trainers and assessors, supervisors and Course Provider staff.

Anyone displaying inappropriate behaviour and deemed to be in breach of the guidelines of this handbook will be cautioned and counselled. The following will warrant disciplinary action:

- Continual lateness
- Lack of attendance without notice
- Failure to submit Assessment Tasks on due dates
- Disrespect or verbal abuse to others
- Failure to adhere to Work Health and Safety requirements of the Studio
- Non-payment of scheduled fees



- Deliberate mistreatment of equipment
- Bullying and Harassment

### **Breach of Guidelines and Disciplinary Procedure**

In circumstances where the Course Provider is of the opinion that the student has breached the guidelines of this handbook the following process applies.

**1. Student will be counselled**

- A copy of counselling details will be placed on the student's file

**If the student's behaviour remains unchanged:**

**2. Student will receive a written warning**

- Following counselling, should the student commit a further breach, or continue with a recurring pattern of behaviour in breach of the guidelines, the student will be given a written warning by the Course Provider
- The written warning will specify the nature of the behaviour, the performance or conduct standards required and a timeframe within which the behavioural change must occur
- A copy of the written warning will be given to the student and placed on the student's file.

**If there is no change in the student's behaviour within the specified timeframe:**

**3. Student will be dismissed**

- The student will be advised in writing, reasons for the dismissal and that they are unable to continue the course. The student will not be entitled to a refund in this situation.

The following Actions will result in instant Dismissal:

- Theft
- Deliberate actions causing damage to property
- Actions endangering the safety and well-being of other students or staff of the Course Provider



## Appeals and Complaints

Tensegrity Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (2015). Tensegrity Training is required to have a policy and processes in place to manage and respond to complaints involving the conduct of staff, learners and third party training and assessment providers who provide services at or on behalf of Tensegrity Training.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and present an environment where issues can be raised and resolved.

This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner, providing learners with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

### Appeals and Complaints Procedures

**Appeals** - Relate to assessment decisions - a student may appeal against an assessment decision

**Complaints** - Relate to all other issues a student may have with the Course provider and/or Tensegrity Training

Tensegrity Training deals with appeals and complaints in a constructive and timely manner. Tensegrity Training documents all appeals and complaints and has procedures for dealing with them.

### Appeals Policy

Tensegrity Training encourages active dialogue between students and assessors as an integral aspect of learning, clarification of learning and acknowledgement that the development of competency takes time.

Where a student genuinely believes that they have demonstrated competency, we require the assessor to engage in dialog with the student to explore the student's perspective.

We encourage our students and assessors to view this process as a mutual learning experience and ensure within this process that the integrity of the assessment is maintained.

### Appeals Procedure:

Where a student disagrees with an assessment decision:

1. The student is to discuss their concern with their assessor
2. The assessor will discuss with the student the reason for their decision
3. During the discussion with the student, the assessor may:



- a. Gather further evidence which can be used to provide sufficient evidence of competency or
  - b. Identify in writing additional evidence that will enable the student to demonstrate competency and identify a reasonable timeframe in which this is to occur
4. If the student is still dissatisfied with the above outcome, the student may request in writing to be re-assessed by another assessor. The request for re-assessment must be received in writing within 7 days of the above occurring.
  5. The re-assessment is to be arranged by the Course Provider within 14 days of receiving the request
  6. The process, decision and reasons for the decision will be documented by the assessor
  7. If the assessor feels it is necessary they may discuss the parameters of the re-assessment with the CEO of Tensegrity Training and/or another assessor
  8. The outcome from the re-assessment will be the final decision
  9. The student will be informed in writing of the outcome of the re-assessment within 7 days

### Complaint Policy

Customer Service underpins the operation of Tensegrity Training. We value our customers and Course Providers and encourage all Course Providers and their staff to provide an environment that is safe, respectful and supportive of the student.

Any complaint will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any complaint are analysed by the appointed representative and documented.

### Complaint Procedure

In the event that a person has a complaint concerning any matter in relation to a Course Provider and/or Tensegrity Training, (excluding appeals) the person may:

- Resolve verbally with a Course Provider  
The student should attempt to resolve the grievance with the staff member(s) concerned through discussion, within a reasonable timeframe. The complaint and its outcome will be recorded in the Complaints/Appeals Log
- Within seven (7) days write directly to the CEO of Tensegrity Training, outlining the nature of their complaint. (By emailing [info@tensegritytraining.com.au](mailto:info@tensegritytraining.com.au) )
- The CEO will respond to the complaint within seven (7) days, stating their decision and the reason(s) for their decision. If the CEO ascertains sufficient grounds, they will officially commence an investigation. A copy of the response will be filed in the student's file and action required, will be attended to immediately by the CEO or the Student (as required).
- If the person making the complaint is still not satisfied, they will need to contact Tensegrity Training in writing within seven (7) days of



receiving the CEO response and they will be directed to a relevant Government department.

## Discrimination, Bullying and Harassment

### Discrimination, Bullying and Harassment

Tensegrity Training is committed to fostering the right of students to be free from discrimination bullying and harassment while engaged in activities undertaken as part of their study.

- All students will be treated with dignity, courtesy and respect.
- Discrimination and harassment will not be tolerated under any circumstances and Tensegrity Training will take all reasonable steps to eliminate discrimination and harassment of or by Course Providers, their staff, students, visitors and other members of Tensegrity Training.
- Should a complaint of harassment or discrimination arise, Tensegrity Training will sensitively facilitate timely and appropriate action through informal and/or formal conciliatory procedural options.

Students are encouraged to discuss any issue in this regard initially with the Course Provider, either in person or in writing.

## Equal Opportunity

### Equal Opportunity Policy

Tensegrity Training is an equal opportunity organisation, committed to the principles of equity in employment (staff) and education (students).

Tensegrity Training is committed to the elimination of discrimination on the basis of attributes which are not relevant to the proper conduct of Tensegrity Training business including; sex, race, colour, national or ethnic origin, marital status, pregnancy, parental status, breastfeeding, religion, political belief or activity or sexual preference.

While Tensegrity Training will not discriminate on the grounds of disability, it reserves the right to refuse an application for enrolment if there is reasonable evidence to suggest that the applicant is physically incapable of carrying out the normal requirements of Pilates training and practice.

Tensegrity Training will take all reasonable steps to actively promote an environment in which there is equality of opportunity, freedom from discrimination on the basis of attributes listed above and from all forms of bullying and harassment in employment and education for all staff and students of Tensegrity Training.

Please see the Course Provider if you feel you have been discriminated against



## Educational and Learning Support

### Educational and Learning Support

Students are required to have language, literacy and numeracy skills sufficient to understand anatomy terms, physiology terms, pathology terms; and be able to communicate with other Allied Health professionals.

Students must be physically able to undertake a range of Pilates exercises. A medical practitioner's certificate may be required at the discretion of the RTO.

For students anticipating undertaking a full qualification, it is recommended that the student obtain a basic first aid qualification such as HLTAID003 Provide first aid (or its successor unit) by the time they have completed all requirements of the qualification.

Students are required to inform Tensegrity Training of any learning support they may require at the time of enrolment. Where appropriate, Tensegrity Training will make reasonable adjustments to the assessment requirements (without losing the integrity of the assessment) and will arrange additional tutorials where necessary.

For assistance in relation to language literacy and numeracy skills, please contact *The Reading and Writing Hotline* at <http://www.readingwritinghotline.edu.au>

## Our responsibilities

### Our responsibilities

Tensegrity Training is responsible for the quality of the training and assessment in compliance with the NVR Standards, and for the issuance of the AQF certification documentation.

Course providers delivering training and assessment on behalf of Tensegrity Training are: Tensegrity Studio, My Pilates, Queen Street Pilates, Phoenix Pilates and Balance and Control Pilates.

If for any reason a Course Provider is unable to continue the provision of training and assessment for the qualification or short course you are enrolled in, Tensegrity Training will work with you to identify an alternative Tensegrity Training Course Provider to enable you to complete your training and assessment.

If for any reason Tensegrity Training is unable to provide you with the provision of training and assessment services for the qualification or short course you are enrolled in, Tensegrity Training will notify you in advance and work with you to identify an alternative provider to enable you to complete your training and assessment.



## Credit and Recognition of Prior Learning (RPL)

### Recognition of Prior Learning (RPL) and Credit for learners

Tensegrity Training accepts and provides credit to learners for units of competency (which are on the scope of registration of Tensegrity Training) and/or modules where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- Authenticated VET transcripts issued by the Registrar

Tensegrity Training recognises prior learning (e.g. Industry Based Pilates Instructor Qualifications) and will provide an RPL kit upon request.

(email: [info@tensegritytraining.com.au](mailto:info@tensegritytraining.com.au) )

## Work Health and Safety (WHS)

### Work Health and Safety Policy

Tensegrity Training is committed to the prevention of illness or injury due to work carried out by any student, member of staff or any other person on the Course Providers premises. All persons who enter the Course Providers premises are bound by this commitment.

Tensegrity Training and their Course Providers will ensure the health and safety of its students by ensuring their students:

- Comply with any reasonable WHS instruction and direction
- Take action to avoid and/or minimise risks
- Report hazards to the Course Provider
- Make correct use of safety devices
- Seek advice or additional information as necessary, particularly when carrying out unfamiliar work
- Be familiar with evacuation and emergency procedures and
- Maintain their first aid certification (as appropriate to specific courses)



## Privacy

### Privacy Policy

Personal information collected by the Course Provider and/or Tensegrity Training is used for administration purposes only and will not be passed on to any third party unless that information is required by law or as required by State and Federal Government Departments. Student information will be kept confidential and secure.

Details of student enrolments or assessments will not be released or discussed with any person other than the student and the Course provider without written permission from that student.

Course Providers and Tensegrity Training staff have the right to access any personal information that may be held about students for use in relation to the training course the student is undertaking.

Tensegrity Training and/or the Course Provider will seek the written permission of the student for the use of any photographic images or the use of written comments for marketing purposes by Tensegrity Training and/or the Course Provider.

## Fees

### Fees and enrolment payments

All fees are identified either in the specific Course Handbook and/or on Tensegrity Training's website.

#### **A non-refundable enrolment fee applies at the time of enrolment.**

- For accredited qualifications the fee is \$250 per enrolment
- For short courses the fee is \$50 per enrolment
- For Pilates Group Reformer Instructor Course the fee is \$100 per enrolment
- For Reformer Essentials and Reformer Intermediate/Advanced \$25

As part of the enrolment process an Enrolment Fee, Course Deposit and a separate Learner Materials fee is payable directly to Tensegrity Training.

Subsequent Course Tuition Fee payments are payable to individual Course Providers, as per the payment schedule set by the Course Provider. The payment schedule signed at the time of the enrolment will be considered legally binding.



### Late Fees

Any fees that are not paid within 7 days following the scheduled payment date, late payment will attract a 5% penalty fee, unless an alternative payment arrangement has been negotiated with the Director. Should a scheduled payment still not be paid within

21 days of the scheduled payment date, the payment will attract a 15% penalty fee, unless alternative payment is negotiated with the course provider).

### Course Requirements and Employment Options

For information on the specific course requirements and employment options for graduates, please refer to Course Overview for the specific qualification or short course on the Tensegrity Training website:

[www.tensegritytraining.com.au](http://www.tensegritytraining.com.au)

## Further Information

### Contact Details for Further Information

Further information may be obtained from:

**Website:** [www.tensegritytraining.com.au](http://www.tensegritytraining.com.au)  
**Email:** [info@tensegritytraining.com.au](mailto:info@tensegritytraining.com.au)  
**Phone:** 0400 600 360