

The Australian Institute of Professional Counsellors

Student Handbook



16 October 2007

The information and policies contained within this “Student Handbook” were current on the date of printing. The information and policies contained within this document are subject to change. It is therefore recommended that students periodically refer to the Institute’s website at www.aipc.net.au for a current version of the handbook.

Contents

Welcome	5
About the Institute	6
The Curriculum	7
Contacting Us	7
Studying with the Institute	9
Communication	9
Study Assistance	9
Tutorials	9
Practical Components.....	9
Alternative Assessment for Practical Components	10
Getting Started	11
Study Time	11
Study Techniques	11
Assessment Procedures	11
Submitting a Unit	12
Priority Marking of Assessment.....	12
Study Queries	12
Ways to Stay in Touch	13
Institute In <i>Brief e</i> Zine.....	13
AIPC Articles Library	13
AIPC Counselling Connection Blog	13
The Professional Counsellor Journal	13
Course Outline	14
Important Information for Students Receiving Austudy, Abstudy, Youth Allowance or PES	15
Practices, Policies and Procedures	16
Code of Practice	16
Access and Equity Policy	17
Language, Literacy and Numeracy Assistance.....	18
Privacy Policy	19
Entry Requirements and Admission Procedures	20
Total Costs and Fees.....	20
Course Cancellation Policy	20
Student Change of Address and Transfers	21
Competencies to be Achieved.....	21
Qualification to be Granted.....	21
Recognition of Prior Learning	21
Mutual Recognition (Credit Transfer) of Qualifications.....	21
Articulation and Advanced Standing with other Institutes	22
Complaints Policy	24
Appeal Policy	24
Student Conduct Policy.....	25
Learning Materials	25
Facilities and Equipment.....	26
Counselling and Support Services	26
Code of Practitioner Practice	26
Student Cards.....	26
Plagiarism.....	26
Copyright	26

Welcome

Thank you for becoming a student member of the Australian Institute of Professional Counsellors.

I would like to take this opportunity to welcome you to the Institute on behalf of myself, Simon Clarke, and our team of Managers, Administrators, Lecturers and Education Advisers.

Counselling is a specialised profession and is different from Psychotherapy or therapy. The training we provide is generally quite different from that undertaken by say a Psychologist. Counselling is a profession that is described as 'giving of considered and appropriate advice' to people with everyday behavioural problems, rather than dealing with issues of abnormal behaviour, this being the province of Psychiatrists and Psychologists.

Almost all of the materials that you will need to complete your course will be supplied to you. You will find that it is generally not necessary to include references in your assessment to information other than what is supplied. However all general reading in the counselling area is obviously beneficial, though please be careful not to confuse counselling with other professions.

Seminars are offered in most major cities throughout Australia. Students enrolled with Student Support Centres located outside Australia can check with their Student Support Centre regarding availability of seminars. Seminars form a part of the compulsory curriculum for the Nationally Recognised Training program Diploma of Professional Counselling course. Seminars can be completed by attending live presentations which are held most weekends throughout the year in major cities, or if you experience difficulties in attending the live seminar presentations they may be completed by video taping your skills or having a workplace assessor assess your skills. Seminars include case studies and the application of counselling techniques where relevant theory is applied to contemporary Australian counselling issues. Seminars are designed to provide the practical experience that is necessary for effective counselling and also provides social involvement for students of the Institute.

Please remember that all Institute learning materials, other documents and tapes are fully protected by copyright and other registrations, and as an Institute member we ask that you do all you can to protect our (yours and ours) unique information and methodology. All Institute material is prepared by qualified and experienced professionals and for this reason we actively seek your help to protect against plagiarism.

If you have any questions regarding the Institute or your course please contact your local Student Support Centre.

Yours faithfully,



Simon Clarke
Director
Australian Institute of Professional Counsellors

About the Institute

The Australian Institute of Professional Counsellors was launched in early 1992 after almost three years of research and development. Many people over the years had asked the question of how one becomes a counsellor, and it was this question, reinforced by an obvious gap in education, which resulted in the first of the Institute's unique courses being developed.

There were many people interested in studying counselling who were either unable or unwilling to complete a degree at university before taking a counselling major and, therefore, the need for a practical alternative was obvious. At the same time the demand for a widely available professional service was growing. There was a distinct need for a course which could be completed in a reasonable time, which most people could afford, which had real value of application, high academic and applied content, and which suited a high demand and growing industry.

Since that time the Australian Institute of Professional Counsellors has grown to become the largest provider of counsellor education in Australia and offers the Nationally Recognised Training program Diploma of Professional Counselling. The course, which has specialist counselling course majors, is offered through a network of Student Support Centres, located both Australia-wide and internationally. Each Student Support Centre is overseen by a Manager who is responsible for general administration and the well being of students within a given area.

The Australian Institute of Professional Counsellors is a Registered Training Organisation (RTO) and a private provider of education in the specialised field of Professional Counselling. The Institute is managed by an Executive Committee, which reports to and works with the Director.

The educational function of the Institute is provided by a team of Education Advisers, Lecturers and Tutors who have their principal tertiary qualifications in Behavioural Science, Psychology or other appropriate disciplines and fulfil comprehensive national registration requirements. Institute Lecturers also have several years practical counselling experience combined with recognised instructional skills.

Institute courses have been developed on the basis of progressive assessment and self paced learning. Upon acceptance of your enrolment with the Institute you will have received a comprehensive study package including Workbooks, a Book of Readings and an audio Compact Disc. Each is designed to make your correspondence studies as comfortable as possible. A Practical Assessment timetable and other relevant information are also provided.

Should you require assistance with your studies, do not hesitate to contact an Education Adviser on 1300 139 239. If you are enrolled with a Student Support Centre outside of Australia, please contact your Student Support Centre if you require study assistance. For all administrative enquiries, please contact your local Student Support Centre. The personalised service offered by the Institute ensures that your queries will be attended to as quickly and efficiently as possible.

The Curriculum

The current curriculum of the Australian Institute of Professional Counsellors includes:

Diploma of Professional Counselling (Nationally Recognised Training)

Optional Advanced Study Majors are also available in:

- Abuse Counselling
- Relationship Counselling and Conflict Resolution
- Career Counselling
- Grief and Loss Counselling
- Child Development and Effective Parenting
- Workplace Counselling

Graduates from the course are awarded a Diploma of Professional Counselling which is a “Nationally Recognised Training” program and will be invited to become a Graduate Member of the Australian Institute of Professional Counsellors. This course, which is the foundation course of the Institute, offers a broad practical approach to counselling and prepares the graduate to practise in the field of general counselling. The Diploma of Professional Counselling course has much to offer in its practical, applied approach to assisting clients to solve everyday behavioural problems. Advanced Study Majors, which do not form part of the accredited curriculum, will assist graduates in gaining advanced knowledge and skill in specialised counselling areas.

Contacting Us

Head Office

Locked Bag 15, Fortitude Valley QLD 4006
 47 Baxter Street, Fortitude Valley QLD 4006
 Telephone: (07) 3112 2000
 Facsimile: (07) 3257 7195

Internet

www.aipc.net.au

Study Assistance Line - Australia

Telephone: 1300 139 239

Brisbane / Northern Territory / Tasmania

Manager: Robert Carrigan
 PO Box 425, Carina QLD 4152
 336 Stanley Road, Carina QLD 4152
 Telephone: (07) 3843 2772
 Facsimile: (07) 3843 3599

Regional Queensland

Manager: Peter Kesper
 PO Box 200, Moffat Beach QLD 4551
 7 Mariner Place, Bokarina QLD 4575
 Telephone: (07) 5493 7455
 Facsimile: (07) 5493 7466

Gold Coast

Manager: Michael Pollock
 PO Box 9069, Lighthouse Beach, Port Macquarie NSW 2444
 Suite 2, Level 4 Kay House, 35 Scarborough Street, Southport QLD 4215
 Telephone: (02) 6581 5112
 Facsimile: (02) 6581 5117

Regional NSW & ACT

Manager: Michael Pollock
PO Box 9069, Lighthouse Beach, Port Macquarie NSW 2444
1/34 Jindalee Road, Port Macquarie NSW 2444
Telephone: (02) 6581 5112
Facsimile: (02) 6581 5117

Sydney

Manager: Neville Randle
PO Box 238, Parramatta NSW 2124
Level 2, 152 Marsden Street, Parramatta NSW 2150
Telephone: (02) 9687 9688
Facsimile: (02) 9687 9698

Victoria

Manager: Katie Penman
GPO Box 417C, Melbourne VIC 8060
Level 1, 337 Latrobe Street, Melbourne VIC 3000
Telephone: (03) 9670 4877
Facsimile: (03) 9602 3832

South Australia

Manager: Carol Moore
PO Box 3027, Rundle Mall PO, SA 5000
Level 10, GHD Building, 68 Grenfell Street, Adelaide SA 5000
Telephone: (08) 8232 7511
Facsimile: (08) 8232 4242

Western Australia

Manager: Rathini Sonnadara
PO Box 631, Mt Lawley WA 6929
Suite 1, 110-116 East Parade, East Perth WA 6004
Telephone: (08) 9228 3026
Facsimile: (08) 9227 6648

Singapore

C/- Western Australia Student Support Centre

Manager: Rathini Sonnadara
PO Box 631, Mt Lawley WA 6929
Suite 1, 110-116 East Parade, East Perth WA 6004
Telephone: (08) 9228 3026
Facsimile: (08) 9227 6648

Study Assistance Line: +61 7 3112 2000

(Students calling internationally, please add the international call prefix and country code 61 before the above numbers)

New Zealand

Manager: Anne Felton
C/- New Zealand Institute of Professional Counsellors
DX Box 10627, Auckland NZ
93 Ellice Road, Glenfield, Auckland NZ
Telephone: (09) 919 4500 or 0508 4NZIPC
Facsimile: (09) 919 4527
Web: www.nzipc.co.nz

(Students calling internationally, please add the international call prefix and country code 64 before the above numbers)

Studying with the Institute

Communication

All students can register on our website to receive our **'Institute *Inbrief*'** newsletter. This e-newsletter is emailed to you each fortnight containing powerful strategies for personal development, the latest industry news and much more. Visit our web page at www.aipc.net.au to register and receive Australia's most popular electronic counselling magazine.

Our national quarterly counselling journal, **'The Professional Counsellor'**, is also available electronically at www.aipc.net.au/journal. You will be automatically emailed when the next edition of The Professional Counsellor is available online.

For all student study assistance queries, please call our **Study Assistance Line** on 1300 139 239 or email the Institute at tutor@aicpc.net.au; please refer to the next section regarding Study Assistance for further information. Alternatively, if you have a query relating to your enrolment, study progress or payments, please contact your local Student Support Centre.

Any student who changes their contact details or email address should notify the Institute within 14 days by sending your updated details to your local Student Support Centre.

Study Assistance

Should you need help or assistance with any of your units or learning material, Education Advisers are readily available to help you on the Institute's **Study Assistance Line**. Study assistance is available to students throughout Australia for the cost of a local call by telephoning 1300 139 239. The Study Assistance Line is open from 9am to 5pm (EST), Monday to Friday. Overseas students should contact their local Study Assistance Line as shown in the **Contacting Us** section on pages 6 and 7 of this Handbook.

You can also get study assistance 24hrs a day, 7 days a week at our Website **"Knowledge Base"** which can be found by going to our web page at www.aipc.net.au, logging into the Online Resource Centre and selecting "Knowledge Base". The Knowledge Base contains hundreds of questions and answers relating to specific Unit sections of your studies. Further assistance is also available at the Institute website by emailing an Online Education Adviser for assistance. You can access an Online Education Adviser by selecting "Contacts" from the main menus in the Students section of the site.

Online Study is another option for students, making it easier to progress through your course via our interactive website rather than the traditional external study method. You can submit your assignments online saving you time and money. Course information is continually updated ensuring you are studying the latest and most relevant information. Assessments are easily uploaded for marking and marked assessments with helpful information are emailed back to you. You also have immediate access to Study Hints & Tips providing helpful information for your next assignment. Visit www.aipc.net.au to register as a user and to find out more about Online Study.

Worrying about a problem that can easily be resolved is not productive. Please phone or email for assistance (not results) should it be required. Remember we are here to help and support you throughout your course.

Tutorials

Small group tutorials are held in many capital cities and some major regional centres around Australia. Tutorials are optional and provide students with personalised support with each unit. Opportunities are available at tutorials for students to share ideas and ask questions about each unit. Your local Student Support Centre will be able to advise you of tutorial costs and availability in your area.

Practical Components

There are several practical components that must be completed as part of the course curriculum. The most popular way to complete these practical components is by attending our Seminar Program. Seminars give you the opportunity to practice and demonstrate the practical counselling skills that you learn throughout the course, under the supervision of a qualified and experienced counsellor. Please refer to your "Seminar

Timetable” for a schedule of seminar topics, dates, times and locations.

As each of the seminars is based upon the practical application of a part of the course theory, each seminar has unit pre-requisites that need to be completed before you attend.

Alternative Assessment for Practical Components

Students who find it difficult to attend seminars due to distance, disability or work or family commitments, are able to complete the practical course components by “Alternative Assessment”.

There are two main options available for students who complete the course practical components by Alternative Assessment.

1. Video taping your skills
2. Having a private assessor assess your skills

If you would like to take one of these options there are specific guidelines that you will need to follow. Upon application for “Alternative Assessment” you will be provided with complete and easy to follow details and instructions. Please contact your local Student Support Centre for further information.

Getting Started

Studying by correspondence offers many benefits. Some of the advantages of studying by correspondence include being able to study when you have the time, studying from home rather than attending classes, and being able to adjust your study to suit your lifestyle and other commitments.

Study Time

At times, studying by correspondence may result in difficulty in motivating yourself. It is important that you set regular study times for yourself and try to keep to your program. Try to work for periods of approximately two hours at a time with a short break after you have been working for about 70 minutes. Adjust this '2 hour' guideline to suit the study of a section of your Workbook, as it is important that you do not break for long periods of time (more than an hour) when studying a particular topic. If you do have a break for a longer time part way through a topic, it is a good idea to revise what you have read before you continue.

Study Techniques

There are some very simple things that you can do to make study a more pleasurable and rewarding experience. Following is a list of study suggestions, and practical advice on writing assessment.

- Choose a quiet, uncluttered place to study. Set up a study area and always do your study in this area. Do not use this area for other activities. This way you condition your mind that when in this area you study.
- Set a regular study time and stick to it. e.g. 7-9pm Monday to Friday and 10 hours over the weekend. Adjust this two hour guideline to suit the study of a particular section. If you have a long break, revise what you have read before you continue.
- Set specific study goals. The course outline you receive when you commence your studies with the Institute lists recommended due dates for assessment (compulsory for Austudy/Abstudy students). Mark these dates on a calendar and treat them as study goals. Place the calendar in a prominent place in your home study area and refer to it on a regular basis.
- If there are competing demands, keep sight of your end goal.
- Break up your study goals into smaller parts that can be realistically achieved within a study period. Perhaps study of a section, or part of a section.
- Use a pen or pencil to highlight main points in your readings and texts.
- Record main points on audio tape and play the tape back when doing other things, such as cleaning or driving, to reinforce your learning. Alternatively, summarise the main points on a page or a file card. This is also useful for later units or general revision.

Assessment Procedures

Unit questions are designed to allow you to express your understanding of the theory and its application to counselling issues. Whilst assessment is not a test of your grammar or spelling ability, care in these areas will make your work easier for the marker to read and understand.

The Diploma of Professional Counselling is comprised of 22 Units. An individual Workbook is supplied for each of the 22 course units and contains the activities and questions that you will need to complete for each unit. This element of the course is completed by home study distance education. Please undertake each unit in numerical order. Once you submit a unit you must wait for its return before submitting a subsequent one.

Begin study of each unit by starting at Section One of the corresponding Workbook. Read the questions, information, and activities carefully and highlight the key points. Your workbook will also direct you to where you will find the theoretical information that you will need to refer to. In most cases the information has been supplied to you as a part of your course package in a Book of Readings for your easy reference. Refer to the Reading section specified and read the relevant parts of the text. Avoid copying blocks of the text and make notes on the main points before attempting to write your answer. Work your way through the workbook until you have completed all sections.

When spaces have been provided, you are required to neatly hand write your answers straight into your workbook. For longer essay style answers, you will be asked to use your own paper. It is preferred that essay style answers are typed, however neatly printed handwritten work will be accepted. Whether typing or handwriting essay answers it is important to leave a 3½ cm margin on each side of the page and to double

space each line. This allows room for your marker to write their feedback on your work.

In addition to the completion of a Unit Workbook for each unit, some units also contain a practical assessment designed to give you the opportunity to apply the theory in counselling practice. Practical components can be completed by either attending a seminar, demonstrating your skills on videotape or having a workplace assessor assess your skills.

Your work will be graded as either 'Competent' or 'Not Yet Competent'. In instances where a grade of 'Not Yet Competent' is given, the unit will be returned to you with comments from the examiner who will recommend how to improve the unit. You may then resubmit the amended unit for grading. If after several attempts Competency is not achieved, then it may be necessary to be interviewed by an Institute Education Adviser. Please note that you may find some sections of the workbooks challenging, so don't feel too despondent if you receive a 'Not Yet Competent'. It is common for many students to find parts of the course challenging; identifying these areas and having the opportunity to clarify these issues is important to assist you with later work in the course and also the overall development of your knowledge and skills as a counsellor.

Submitting a Unit

When all of the questions and activities for each section of a unit Workbook have been completed, your Workbook can be submitted to the Institute for assessment. Use the following as a checklist before submitting each unit:

- Have all questions and activities been completed and filled in?
- Is your name and student number written inside your Workbook?
- Is your name and student number written clearly on all attachments such as essays and forms etc?
- Have you made a copy of all of your work (in case of loss in the mail)?
- Is your Assessment Cover Sheet securely attached?

Submit completed Units to: AIPC, Locked Bag 15, Fortitude Valley Q 4006. Whilst we do our best to have your units marked and returned to you as quickly as possible, you may need to allow up to three weeks for their return.

If you would like verification that we have received your workbook, please enclose a **stamped self addressed envelope** with your submitted workbook. The Institute will then return the envelope to you as confirmation that your workbook has been received.

Priority Marking of Assessment

If you require your assessment to be marked faster than the standard marking period and have a genuine reason why, **priority marking** of units is available. Priority marking means that your assessment item is given priority in the marking queue. Another form of priority marking is to submit two units at once for marking (pre-requisites continue to apply). To find out if you are eligible for priority marking, please contact the Manager of your Student Support Centre.

Study Queries

Following are some common questions asked by students, as well as some suggested answers. If you have any further questions please call for assistance.

Q. Do I have to stick to the number of words indicated at the end of a unit or part of a unit section?

A. The approximate number of words it may take you to complete a unit or part of a unit are presented to give you some idea of how much work may be required to successfully answer the question.

The approximate number of words can also be used as an indicator of the depth of information required. For example, if you are well under the approximate number of words you may need to ask yourself whether you have been too superficial in your coverage of the unit or part of a unit. If you are well over the word limit, then you may need to ask yourself whether you have included irrelevant information or repeated yourself unnecessarily.

Q. Can I send in more than one unit at a time?

A. No. Most units have a pre-requisite. Unless the pre-requisite has been successfully completed and marked as being “Competent” the proceeding unit cannot be assessed.

Q. What does it mean if I am assessed as “Not Yet Competent” or “NYC” for a particular unit?

A. “Not Yet Competent” or “NYC” means that your work is incomplete or that you have not included some important information or adequately demonstrated your understanding of the information. In this case you should follow the examiner’s recommendations for improvement. There are no penalties for a grade of Not Yet Competent. If you are not sure why you have been requested to resubmit a unit, please contact an Education Adviser. Please send your original unit attempt in with the re-submitted unit.

Q. Does my work have to be typed?

A. In most cases we have allowed room in your Workbook for your answers to be hand written. It is preferred that questions requiring longer or essay answers are typed. However, you will not be penalised if you present a neat and legible hand written piece of assessment.

Ways to Stay in Touch

Here at the Institute, we have developed a number of electronic facilities that are beneficial for students to access during their studies:

Institute InBrief eZine

AIPC's fortnightly ezine is Australia's most popular electronic counselling newsletter. Regularly delivering informative and useful articles on counselling, the latest industry news, and what’s happening at the Institute, Institute *Inbrief* is an easy way for readers and students to keep in contact with the Institute. Subscribe to the eZine at www.aipc.net.au/eZine.

The AIPC Article Library

This easy-to-access online library contains articles featured in the Institute's various publications. Apart from a wide range of articles from several counselling areas, you can also take advantage of the practical format which allows YOU to be automatically notified of every new publication straight to your PC or laptop. Access the AIPC Article Library at www.aipc.net.au/articles.

The AIPC Counselling Connection Blog

Counselling Connection is a Blog designed to enhance communication between students, encourage networking between industry professionals and increase quality content syndication throughout the industry. An active Support Team posts articles, comments and news on a regular basis, whilst Blog users and members get a chance to receive fresh counselling content, post comments, and get personal with the Institute's panel of counsellors and psychologists. Access the blog at www.counsellingconnection.com.

The Professional Counsellor Journal

The Professional Counsellor journal is a comprehensive electronic journal that focuses on case studies, ethical issues, and counselling application. Compiled by our professional team of counsellors, psychologists and education specialists, this comprehensive publication is available for FREE. We will email you to let you know when the latest edition is ready and can be accessed at www.aipc.net.au/journal. This site also holds all previous editions of the journal, so please visit any time.

Course Outline

Diploma of Professional Counselling (AIPC DPCC) – NTIS Course Code: 30506QLD				
Unit No. & Unit Code	Unit Topic	Unit Title	Pre-requisite	Unit due Dates
Unit 1 DPC1C	Introduction to the Counselling Industry	Work within an ethical and legal framework	Nil	Week 4
Unit 2 DPC2C	Interpersonal Communication	Apply specialist interpersonal communication skills	DPC1C	Week 8
Unit 3 DPC3C	Counselling Interview Skills	Apply counselling interview skills	DPC2C	Week 13
Unit 4 DPC4C	The Counselling Process	Facilitate the counselling process	DPC3C	Week 18
Unit 5 DPC5C	Personality & Human Development	Apply personality and human development theories	Nil	Week 22
Unit 6 DPC6C	Foundations of Behaviourism	Apply Behaviourism in counselling	DPC1C - DPC5C	Week 26
Unit 7 DPC7C	Social Learning	Apply social learning (modelling) in counselling	DPC1C - DPC5C	Week 30
Unit 8 DPC8C	Behaviour Therapy	Apply Behaviour Therapy in counselling	DPC1C – DPC6C	Week 34
Unit 9 DPC9C	Person Centred Therapy	Apply Person Centred Therapy in counselling	DPC1C – DPC5C	Week 38
Unit 10 DPC10C	Gestalt Therapy	Apply Gestalt Therapy in counselling	DPC1C – DPC5C	Week 42
Unit 11 DPC11C	Cognitive Behaviour Therapy	Apply Cognitive Behaviour Therapy in counselling	DPC1C – DPC5C, DPC8C	Week 46
Holiday Allocation to be taken between Units 7 and 11 (4 weeks)				Week 50
Unit 12 DPC12C	Solution Focused Therapy	Apply Solution Focused Therapy in counselling	DPC1C – DPC5C	Week 54
Unit 13 CHCCW13B	Case Work	Work with clients intensively	Nil	Week 58
Unit 14 CHCCM3B	Case Management	Develop, facilitate and monitor all aspects of case management	Nil	Week 62
Unit 15 DPC15C	Stress and Stress Management	Plan stress management programs	DPC5C – DPC12C	Week 67
Unit 16 DPC16C	Family Therapy	Apply family therapy processes	DPC5C – DPC12C	Week 72
Unit 17 CHCCS7C	Working with Difference	Coordinate the assessment and delivery of services to clients with particular needs	Nil	Week 77
Unit 18 DPC18C	Introduction to Abuse Counselling	Apply issues relating to abuse	DPC1C – DPC16C	Week 82
Unit 19 DPC19C	Relationship Issues	Apply relationship issues	DPC1C – DPC18C	Week 86
Unit 20 CHCGROUP3C	Group Counselling Processes	Plan and conduct group activities	Nil	Week 90
Unit 21 DPC21C	Ethical Standards	Apply ethical and legal responsibilities to counselling practice	DPC1C	Week 94
Holiday Allocation to be taken between Units 14 and 21 (4 weeks)				Week 98
Unit 22 CHCPOL3A	Contemporary Counselling Issues	Undertake research activities	Nil	Week 104

Important Notes:

- The information included in this Course Outline is indicative of the final curriculum but may not necessarily contain all units necessary for completion of the course. All assessment that you complete throughout your studies will contribute to your final award. The Institute periodically revises the Diploma curriculum to maintain its position at the forefront of the counselling industry. Any changes, upgrades or expansions to the curriculum will be instigated in such a way that your studies are affected as little as possible.
- The Unit Due Date column applies to those students whom are receiving Austudy, Abstudy, Youth Allowance or Pensioner Education Supplement. Please refer to the next page for further information.
- The following nationally endorsed Units of Competency have been absorbed into the 22 units of the Diploma of Professional Counselling:

CHCCSL601A	Work within a structured counselling process
CHCCSL602A	Facilitate the counselling relationship
CHCCSL603A	Provide support for clients implementing a course of action
CHCCSL604A	Reflect and improve upon counselling skills

Important Information for Students Receiving Austudy, Abstudy, Youth Allowance or PES

The Diploma of Professional Counselling is an approved course for students eligible to receive Austudy, Abstudy, Youth Allowance or Pensioner Education Supplement (PES). For information regarding any of these government benefits or your eligibility, please contact Centrelink on 13 24 90 (for Austudy, Youth Allowance or PES) or 13 23 17 (for Abstudy). When submitting an application form for these benefits you may be asked to provide proof of your enrolment. Upon request, your local Student Support Centre will be happy to supply you with a letter confirming your course commencement date and student number.

If you are receiving Austudy, Youth Allowance or PES funding while you are completing your Diploma, you should be aware that Centrelink has very firm guidelines regarding a student's obligations. It is extremely important to remember that if you do not meet your obligations you will probably be asked to pay back some of the funding that you have received, so it is important to take a note of these guidelines. The Institute recommends that students who cannot meet their obligations for whatever reason (illness, special circumstances) contact Centrelink as soon as possible.

If you are receiving Austudy, Abstudy, Youth Allowance or PES you must submit your units according to the Assessment Due Dates on the Course Outline. To be eligible for Austudy or Youth Allowance, you must be studying the Diploma as a Full Time student. Funding is not available for students studying on a Part Time basis. As home study is different to traditional classroom education in that you do not have to spend a set number of hours attending lectures each week, we have set the assessment due dates on your Course Planner very carefully based on the time an average student studying Full Time would require to complete each unit. If you are putting in the work to submit each unit on time, you will be studying enough hours each week to meet with the Full Time workload requirement. On average this will be approximately 25 hours each week.

If your study commitment changes and you will no longer be studying as a full time student, you must advise Centrelink as soon as possible. Centrelink will ask to be reimbursed for any payments received during the lapse of ceasing as a full time student and notifying them that this has occurred.

If you are receiving the PES benefit, both Full time and Part Time study options are available at 100%, 50% or above, or 25% workloads. Students who selected a workload requirement on their Membership Application Form will have received a Course Planner with their first Study Pack that indicates the due dates for their assessments. If you did not receive a Course Planner in accordance with your required workload it is essential that you notify your Student Support Centre so that we can inform you of the due dates you are required to adhere to and issue you with a revised planner. Once again, if your study commitment changes and you are no longer studying at a rate consistent with your nominated workload, you must advise Centrelink as soon as possible.

From time to time during your studies, Centrelink will ask AIPC to advise them of your progress through your course and **AIPC is obliged to provide this information to them**. AIPC will not accept any responsibility for the outcome of the reporting of this information to Centrelink.

If you are receiving Austudy, Abstudy, Youth Allowance or PES, you can take up to eight weeks holidays during your course. You can take your first set of four weeks holidays between Units 7 and 11 and the second set between Units 14 and 21. You are free to choose your own holiday times as long as you stick within these guidelines. When you have planned the dates you will be taking holidays you must advise your local Student Support Centre before you go, so we can note it on your student record.

When you reach the end of your course and have received your Unit 22 Contemporary Counselling Issues back as competent, you must advise Centrelink immediately that you have completed your full time studies. This applies even if you have completed this unit earlier than the allocated 104 week time frame. Any remaining practical components will not be considered to be on a Full Time Study basis.

Please remember that Advanced Study Majors are not a part of the 'approved course' curriculum and do not contribute to your full time study workload. If you are completing Advanced Study Majors at the same time as your Diploma you must make sure that your Diploma units are still submitted on time. If you complete the Diploma of Professional Counselling and are still undertaking Advanced Study Majors, please remember that you will not be eligible for funding while you are completing these additional units. You must advise Centrelink that you are no longer studying as a full time student as soon as you have completed your Diploma units.

Practices, Policies and Procedures

The following information has been prepared to guide you whilst you are a student with the Institute. To allow for effective communication between the Institute and yourself, we have included the following practices, procedures and policies that you should be aware of during your studies.

Should you have any queries about the following, please contact your local Student Support Centre.

Code of Practice

The Australian Institute of Professional Counsellors advises that it:

- has adopted policies and management practices which will maintain high professional standards in the marketing and delivery of its courses and which will safeguard the interests and welfare of course participants.
- markets courses with integrity, accurately and in a professional manner and supplies to participants information that includes:
 - procedures and criteria regarding courses and seminars,
 - award to be issued on completion or part completion,
 - competencies to be achieved to obtain the award,
 - a copy of the Course Cancellation policy,
 - assessment procedures,
 - recognition of qualifications issued by other RTOs,
 - how to apply for Recognition of Prior Learning,
 - grievance and complaints procedures,
 - appeal procedures,
 - behaviour and conduct expectations,
 - counselling, education and support services and assistance available
- guarantees that the recruitment of students will be conducted in an ethical and responsible manner and consistent with the requirements of the curriculum
- recognises qualifications issued by other RTOs
- complies with relevant laws and Commonwealth and State legislation; and regulatory requirements including but not limited to: the Qld Workplace Health and Safety Act (1995), Qld Anti-Discrimination Act (1991), Vocational Education, Training and Employment Act (2000), Commission for Children and Young People Act (2000), Child Protection (Prohibited Employment) Act 1998, Child Protection (Offenders Registration) Act 2000, Privacy Act (1988), Copyright Act (1968); Human Rights and Equal Opportunity Commission Act (1986), Sex Discrimination Act 1984, Racial Discrimination Act 1975, Disability Discrimination Act (1992), Equal Opportunity for Women in the Workplace Act (1999)
- is aware that registered training providers who do not meet the obligations of this Code or supporting regulatory requirements, where applicable, may have their registrations as training providers withdrawn.
- will honour all guarantees outlined in the Code of Practice

Access and Equity Policy

Policy Statement:

The Australian Institute of Professional Counsellors acknowledges the diverse nature of its student population and aims to meet the educational needs of all students, irrespective of their background. The Institute will endeavour to meet the individual needs of students through the integration of access and equity principles. The Institute will endeavour to ensure that equity principles for all students are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. The Institute will make reasonable adjustments to training delivery and assessment to increase opportunities for students to participate in their training programs delivered within the vocational education and training system. The Institute will endeavour to provide training programs that consider the needs of all people within the community. The Institute's Education Advisers, under the direction of the National Training Manager, are responsible for implementing the assurances provided in this Policy.

Students who would like to discuss their individual study and assessment needs should contact an Institute Education Adviser on the Study Assistance Line 1300 139 239 or write to: AIPC Head Office, Education Dept, Locked Bag 15, Fortitude Valley Qld 4006. The Institute may request that a student supply evidence of the nature and extent of their disability or special needs.

Special needs, options and preferences of each individual student will be discussed during an interview and a plan for delivery of training and assessment prepared based on the student's individual needs. Alternatively, students may wish to contact a relevant organisation themselves. Students can obtain details of relevant organisations by calling our Study Assistance Line on 1300 139 239.

The Australian Institute of Professional Counsellors expresses its commitment to student access and equity by:

1. Ensuring access and equity issues are considered during resource and curriculum development.
2. The establishment of non-discriminatory student selection procedures that encourage fair access for members of under-represented groups.
3. Encouraging reasonable adjustments to training delivery and assessment that will support and assist students with a disability or other special requirements to participate fully in the course without disadvantage.
4. Ensuring that all students have physical access to education facilities in the region in which they are enrolled.
5. Presenting learning materials in a manner that embraces cultural diversity.
6. Providing students with a variety of options for demonstrating how they meet the required competencies.
7. Ensuring that there is a self paced learning option to cater for students with varying time requirements.
8. Providing opportunities for re-assessment of Not Yet Competent assessment.

The Australian Institute of Professional Counsellors demonstrates its commitment by:

9. Interviewing students who express a special need in training delivery and assessment, discussing individual needs, options and preferences and preparing a customised plan for delivery of training and assessment.
10. Making reasonable adjustments to the way in which learning materials are supplied to students including learning materials supplied in alternative formats such as on computer disk, etc.
11. Making reasonable adjustments to the way in which the course is assessed by having provision for oral rather than written questioning and alternative assessment modalities such as audio and videotaped answers. The Institute also makes provision for alternative means of assessing the practical components of the course. Students in rural or isolated areas or students with a disability or other special needs have a choice in the way the practical element of their course is assessed. These options include, but are not necessarily limited to: being assessed in their local area under the supervision of an Institute approved private assessor, conducted in a major city through the Institute's practical workshops, or via a video presentation. The Institute will negotiate other reasonable assessment options available for trainees with a disability or other special needs if necessary.
12. Making Learning Materials available for external study in a written or on-line format that enables students' access to the information, regardless of their location.
13. Providing all students ongoing access to support services, including access to the 1300 Institute Study Assistance Line & Web Knowledge Base.

14. Providing additional support and opportunities for re-assessment for students assessed as Not Yet Competent.
15. Utilising a broad student selection criteria.
16. Ensuring that staff is appropriately informed and aware of access and equity issues.

Language, Literacy and Numeracy Assistance

Policy:

The Australian Institute of Professional Counsellors has a process in place to identify students with language, literacy or numeracy difficulties. Language, literacy and numeracy assessment is available for students. Should a student be assessed as requiring assistance with a language, literacy or numeracy difficulty that prevents the successful completion of their course, they will be:

- a) Referred to an outside agency that is able to provide training in language, literacy and/or numeracy. In this instance, any fees for language, literacy and / or numeracy training will be required to be paid by the student directly to the agency providing the training. An Education Adviser will provide individual case advice, depending on the student's circumstances, regarding their ability to defer study of their course with the Institute, re-entry into the course and resulting implications to Centrelink, if applicable.
- b) Encouraged to access Institute study support services.
- c) Provided with reasonable adjustments to training/assessment to allow the successful completion of the students training; as deemed applicable by the Institute.

Should a student require assistance with a language, literacy or numeracy difficulty that prevents their successful completion of their course, they should contact the Institute Head Office on (07) 3112 2000 and speak with an Education Adviser.

Procedures:

1. The Institute has a process in place to identify students with language, literacy or numeracy difficulties. Students with difficulties may be self identified or identified by Institute assessors.

Self Identification

- a) Enrolment Application Forms require all students to identify whether they will require assistance with language, literacy or numeracy.
- b) Under the Language, Literacy and Numeracy (LL&N) section of the Student Handbook, students who require assistance with LL&N are requested to contact an Institute Education Adviser.

Institute Identified

- a) By an Assignment Marker. If after conducting an assessment of a student's work, an Assignment Marker is concerned about a student's language, literacy or numeracy ability they will bring their concerns to the attention of a Senior Education Adviser. Indicators may be things such as a student's inability to construct a sentence coherently and/or an inability to convey information.
 - b) If a concern is raised regarding a student's language, literacy or numeracy ability the student is contacted by a Senior Education Adviser to discuss these concerns and to advise them of the LL&N assessment process.
2. If a language, literacy or numeracy concern is identified, the student will undergo a Language, Literacy and Numeracy assessment.
 - a) Should the assessment indicate that the students' current language, literacy or numeracy level is not sufficient to carry out the tasks required as a counsellor the Institute will either: provide a referral from their database of available literacy training or if there is no listing in the student's area the Institute will source a local referral for the student.

During this time, the Institute will allow for the student's Diploma studies to be deferred until Language, Literacy and/or Numeracy training is complete.

Upon a satisfactory level of language, literacy and numeracy being reached the student is integrated back into their course, under the guidance of an Education Adviser.

- b) If the level is assessed to be sufficient for work as a counsellor, the student will continue on with their course work. In this instance the student will be encouraged to access Institute study support services such as the Study Assistance Line, Tutorials, etc. As deemed applicable by the Institute, reasonable adjustments to training/assessment which will allow the students successful completion of their training will be made. Adjustments will be made in consultation with the student and the Institute's LL&N adviser.

Privacy Policy

The Australian Institute of Professional Counsellors is committed to protecting your privacy in accordance with the requirements of the Commonwealth Privacy Act 1988. This Act requires us to communicate to our students how we will protect their privacy.

Personal Information

The Australian Institute of Professional Counsellors will keep on file personal information such as your name, residential and postal address, date of birth, contact telephone numbers, email address, occupation, education, qualifications, credit card or bank account details and academic records and results. For some students, we will also keep on file their information about special learning requirements and needs.

This information will be disclosed to us through your completion of the Course Membership Application Form, by discussion with any of our client service or educational staff, or via written communication to the Institute from you.

So that we are able to provide you with a quality educational service, we recommend that you advise us of any changes to your personal information or if there are any errors in the personal information we have on file. We may also update your personal information from information we receive from the organisations listed below under the section **Disclosure of Personal Information**.

How We Use Your Personal Information

Your personal information will be used to:

- Provide you with the educational service you require to successfully complete your course.
- Obtain feedback from you about the course, service and facilities we have provided.
- Advise you of upcoming seminars, tutorials and relevant events.
- Administer and manage these services including billing and collecting debts.
- Further develop and improve our business and educational systems.
- Inform you about new products and services that we may introduce from time to time.

Your personal information will be held by the Australian Institute of Professional Counsellors for a period up to 30 years.

Disclosure of Personal Information

For the purposes set out above, we may disclose your personal information to the following organisations:

- Service providers who assist with managing the services we provide to you including information technology, educational services, marketing and debt recovery.
- Franchisees who provide educational services and qualifications under the Australian Institute of Professional Counsellors banner.
- Government and regulatory authorities during audit of the service we provide to you.
- Centrelink for those students whom are studying either full or part time under the Austudy, Abstudy, Youth Allowance or Pensioner Education Supplement (PES) scheme.
- Organisations involved in the transfer/sale of all or part of our assets or business.

Your personal information will not be disclosed to any other party (except those listed above) unless written permission is received from you.

Extreme care is taken by our staff to ensure that personal information is not released to any party other than those listed above.

Access To Your Personal Information

You have a right to access your personal information. If you would like to do so, please submit your request in writing.

How To Contact Us

If you have any questions in relation to privacy, please write to:

Chief Executive Officer
Australian Institute of Professional Counsellors
Locked Bag 15
Fortitude Valley QLD 4006

Entry Requirements and Admission Procedures

Students applying to enrol in the Diploma of Professional Counselling must meet the minimum entry requirements. Minimum entry requirements for applicants under the age of 21 years are: a minimum schooling level of year 12 or a minimum qualification level of Certificate III. Applicants over the age of 21 can either have a minimum schooling level of year 12 or a minimum qualification level of Certificate III, or be able to demonstrate sufficient life experience deemed appropriate by the Institute.

Minimum entry requirements for overseas applicants under the age of 21 years are: completion of their country's school system or a minimum of one year of further education or study. Applicants over the age of 21 can either have completed their country's school system, a minimum of one year of further education or study, or be able to demonstrate sufficient life experience deemed appropriate by the Institute.

Once the completed Membership Application Form for enrolment and nominated fee payment has been received, the applicant is registered and issued with a Student Number. Course material is forwarded to the student once registration is completed.

Total Costs and Fees

Prior to the commencement of a course, all students are advised of total costs and fees as outlined in the Course Prospectus and Membership Application form of the day.

Course Cancellation Policy

In instances where a student wishes to be prematurely released from their contractual obligation to the Institute, they must in the first instance place a request to withdraw from their course in writing addressed to the Manager of their enrolling Student Support Centre. Verbal requests for course withdrawal will not be accepted. The severance balance of a student account will be determined in accordance with the Institute policy agreed to upon enrolment.

The Institute policy states that:

“I agree to follow the Institute's Course Cancellation Policy and understand that should I wish to discontinue my chosen course I am liable for one twelfth of the full cost of my enrolment for each month of my enrolment. If I discontinue my chosen course before one month into my enrolment, I am liable for one twelfth of the full course cost. I further agree that if I discontinue my chosen course twelve months or more after my initial enrolment, I will be liable for the full amount of the course cost. I further understand that should I wish to discontinue with my chosen course, I must submit my request in writing and return all course materials including the course texts, workbooks, books of readings and any other items bearing the name of the Institute before my cancellation is processed. I further agree and understand that should my student fees become three or more months in arrears I am immediately liable for the full cost of my course enrolment.”

Student Change of Address and Transfers

Any student who changes their residential, mailing or email address should notify the Institute in writing of their new address within 14 days of address change.

The Diploma of Professional Counselling is an external course allowing students to complete studies from any location. Any student whose residential address changes from one Student Support Centre trading area to another will continue to be enrolled by their original Student Support Centre.

Regardless of their enrolling Student Support Centre, students will be eligible to attend seminars and tutorials and utilise local facilities at the Student Support Centre closest to where they reside.

Competencies to be Achieved

As outlined in the Unit Workbooks for the course undertaken.

Qualification to be Granted

To obtain the award Diploma of Professional Counselling a student must be assessed as being competent in all areas of the course. Should a student not complete a course, a Statement of Attainment will be granted for all units in which a student has obtained a competency.

Recognition of Prior Learning

The Australian Institute of Professional Counsellors allows students to apply for Recognition of Prior Learning (RPL). The RPL process enables students to apply for exemption from completing one or more single course units from the Diploma of Professional Counselling. RPL recognises that students may be competent in particular counselling areas prior to beginning the Diploma of Professional Counselling, due to relevant life and work experiences and education. Students who have completed or partially completed a counselling course, who have been working within a counselling environment for a number of years, or who have experience or qualifications gained overseas, are able to apply for recognition of this prior learning or experience. Exemption can be applied for one or more course units. There is no Recognition of Prior Learning application fee.

Students who have completed similar units to those listed in the Mutual Recognition (Credit Transfer) of Qualifications section, are welcome to apply for Recognition of Prior Learning for these units.

The following nationally endorsed Units of Competency have been absorbed into the 22 units of the Diploma of Professional Counselling. If you have completed any of the Units, you will receive partial recognition for some units within the Diploma of Professional Counselling:

- CHCCSL601A – Work within a structured counselling process
- CHCCSL602A – Facilitate the counselling relationship
- CHCCSL603A – Provide support for clients implementing a course of action
- CHCCSL604A – Reflect and improve upon counselling skills

Further details of the Recognition of Prior Learning process and a Recognition of Prior Learning and Credit Transfer Application Kit can be obtained from the “Students” section of the Institute’s Web Page at www.aipc.net.au or from the Institute’s Head Office by phoning TOLL FREE 1800 657 667. Students living overseas can call +61 7 3112 2000.

Mutual Recognition (Credit Transfer) of Qualifications

The Australian Institute of Professional Counsellors recognises the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other training organisations. If students have completed any of the units of competencies listed below, they are able to apply to transfer competency of that unit/s towards the Diploma of Professional Counselling.

- | | |
|----------|--|
| CHCCM3B | Develop, facilitate & monitor all aspects of case management |
| CHCCWI3B | Work with clients intensively |

CHCCS7C	Coordinate the assessment & delivery of services to clients with particular needs
CHCGROUP3C	Plan & conduct group activities
CHCPOL3A	Undertake research activities

If similar units to those listed above have previously been completed, you are able to apply for Recognition of Prior Learning for the above units.

Further details of the Recognition of Prior Learning process and a Recognition of Prior Learning and Credit Transfer Application Kit can be obtained from the “Students” section of the Institute’s Web Page at www.aipc.net.au or from the Institute’s Head Office by phoning TOLL FREE 1800 657 667. Students living overseas can call +61 7 3112 2000.

To apply for mutual recognition, complete the Recognition of Prior Learning and Credit Transfer Application Kit and forward to the Institute along with certified copies of your results of these units.

Articulation and Advanced Standing with other Institutes

Articulation is a predetermined pathway between courses of study, for example direct entry into a University course from a vocational course that has “Nationally Recognised Training” status. Advanced Standing, also commonly known as Credit Transfer, refers to credit towards another course on the basis of having completed previous study of an equivalent subject or unit.

Articulation and or Advanced Standing arrangements are currently in place with University of Southern Queensland, Central Queensland University, Edith Cowan University, Southern Cross University, Flinders University, Murdoch University, University of Sunshine Coast and Monash University. Specific courses to which these arrangements apply are listed below.

The University of Southern Queensland has credit transfer arrangements in place for their Bachelor of Science – Psychology Major Degree as follows:

PSY3050	Counselling Psychology
CMS1000	Communication and Scholarship
Eight (8) units of non-Psychology elective courses	

Central Queensland University has credit transfer arrangements in place for their Bachelor of Arts (Welfare Studies), Bachelor of Social Work, Bachelor of Psychology and Bachelor of Health (Health Education / Health Promotion) degrees as follows:

Bachelor of Arts (Welfare Studies)

8 course exemptions in the form of 8 electives.

Bachelor of Social Work

8 course exemptions as outlined below:

Australian Society
Policy, Power and Politics
Drugs in Society
Community Analysis
Research Methods in Social Work
Human Resources in Organisations
2 unspecified electives

Bachelor of Psychology

8 course exemptions as outlined below:

Six course study plan	36 credit points
PSYC11009, Social Foundations of Psychology	6 credit points
Unspecified elective	6 credit points

Bachelor of Health (Health Education / Health Promotion)

8 course exemptions as outlined below:

Introduction to Sociology
 Health Communication
 Health across the Lifespan
 Counselling for Health Professionals
 Drugs in Society
 Working with Communities
 2 (two) unspecified electives

Edith Cowan University in Western Australia has recognised the Diploma of Professional Counselling as meeting undergraduate entry requirements for courses in the Health and Human Sciences Faculty and has granted exemptions for 2 elective subjects from the following courses:

B Health Sci (Generic)	B A (Justice Studies)
B Health Sci (Health Promotion)	B Soc Sci (Applied Women's Studies)
B A (Psychology)	B Soc Sci (Generic)

Southern Cross University has Credit Transfer arrangements in place for their Bachelor of Social Science degree as follows:

Graduates of the 22 Unit Diploma of Professional Counselling (AIPC DPCA) course will be eligible for three specified and three unspecified units of Advanced Standing.

The specified units of advanced standing referred to above are:

CSL00231 – Introduction to Counselling
 CSL10015 – Issues in Counselling Assessment
 BHS00119 – Working with Groups

Students should apply for advanced standing at the time of their enrolment.

Flinders University has Credit Transfer arrangements in place for their Bachelor of Health Sciences Degree as follows:

HLTH1001	Interpersonal Skills in Health Care	4.5 units
HLTH2002	Health, A Psychological Perspective	6.0 units
Unspecified Elective		12.0 units

Murdoch University has Advanced Standing arrangements for graduates of the Diploma of Professional Counselling (NTIS: 30073QLD) in place for their Bachelor of Psychology Degree as follows:

A104 A Foundation Unit – 3 points
 6 First Year Electives – 18 points
 Total: 21 points

The Bachelor of Psychology is a four year full time degree and requires a total of 96 points. Therefore graduates of the Diploma of Professional Counselling (NTIS: 30073QLD) will have just over the equivalent of 3 years full time study to complete in order to take out the Murdoch University Bachelor of Psychology.

Diploma of Professional Counselling (NTIS: 30073QLD) graduates may also be awarded advanced standing toward many other degrees at Murdoch University. For some degrees, students will be able to obtain the equivalent of one year of full time study (24 points) as advanced standing.

More information on advanced standing at Murdoch University can be obtained from Nicolee Baxter:

Email: N.Baxter@murdoch.edu.au

Phone: 08 9360 2746

University of the Sunshine Coast has Advanced Standing arrangements for graduates of the Diploma of Professional Counselling (NTIS: 30073QLD) in place for their Bachelor of Social Science (Community Work) Degree as follows:

4 Introductory Arts and Social Sciences Electives
3 Advanced Arts and Social Sciences Electives
SCS280 Counselling for the Human Services Professional

Monash University will provide advanced standing for the following 12 point unit in their Masters of Counselling Program:

Edf6531 Counselling for the Professions

Complaints Policy

The Australian Institute of Professional Counsellors strives to deal with complaints as soon as they emerge in order to avoid further disruption or the need for a formal complaint. To ensure quick resolution, students should lodge their complaint within 28 days of the occurrence.

If a student has a complaint about any aspect of service provided, they are encouraged to speak immediately and in the first instance with a Student Support Centre Branch Manager or staff member to resolve the issue.

If the student is not satisfied that the issue has been resolved, he/she may wish to write a letter to the Institute's Executive Committee, setting out the issues of concern. The address to send this correspondence is:

Chief Executive Officer
AIPC Head Office
Locked Bag 15
Fortitude Valley QLD 4006

Upon receipt, the complaint will be investigated internally by the Executive Committee or their representative. All complaints will be responded to in writing from the Executive Committee or Head Office Management within 28 days of receipt.

If, however, the matter is still not resolved to the student's satisfaction, the student is able to take their complaint through legal avenues, the Anti-Discrimination Commission, Office of Fair Trading or other bodies as appropriate.

Appeal Policy

The Australian Institute of Professional Counsellors provides an avenue for students to appeal decisions made by the Institute, including the awarding of course and unit results.

Students are able to appeal against their results within 28 days from issue of the result. The appeal querying the result should be forwarded in writing with a copy of the completed Unit Workbook/s including the marker's comments to:

National Training Manager
AIPC Head Office
Locked Bag 15
Fortitude Valley QLD 4006

Upon receipt, the National Training Manager and an Education Advisor will review the result and notify the student in writing of the outcome, including reasons for the decision, within 14 days of receipt of the appeal.

If the student is not satisfied with the outcome of the reviewed assessment, or any other decision made by the Institute or its representatives, they are able to write to the Institute's Executive Committee at the following address:

AIPC Executive Committee
 Locked Bag 15
 Fortitude Valley QLD 4006

The Executive Committee will investigate and review the situation and will respond in writing to the student within 28 days of receipt.

If the student is still not satisfied with the outcome of the appeal, they will be referred to the appropriate body.

Student Conduct Policy

The Australian Institute of Professional Counsellors is a professional educational institute. AIPC staffs are required to provide a high level of educational and administrative service to all enquirers and students. To maintain the integrity of this service, students also have obligations, including:

- Treating all AIPC staff with respect and courtesy at all times including during telephone conversations, at seminars and tutorials, in the AIPC branches and training rooms, and via web or email communication.
- Abiding by all Institute Policies as detailed on the Institute website (www.aipc.net.au) and in the Student Handbook.
- Acting in a polite and professional manner at all times in the areas of language, conduct and behaviour.
- Being punctual in attendance at training and assessment functions (tutorials, seminars or appointments).
- Conducting themselves in a safe manner at all times.
- Not being discriminatory or harassing in any way with AIPC staff and students.

Students, who are found to be in breach of any of the above obligations, or any other action as deemed inappropriate by Institute management, will be advised in writing of their breach and of the expected level of behaviour and conduct in all future communications and dealings with the Institute. If, at the time of the breach, the student is in attendance at a tutorial, seminar or AIPC branch, the student may, after a verbal warning, be asked to leave the premises with this being at the discretion of the presenter or Branch Manager.

After three written warnings, the student's enrolment and membership may be discontinued. If at any time, the student is not satisfied with the Institute's approach or decision regarding the student's conduct, a written complaint can be lodged with the Institute's Executive Committee as per the Institute's Grievance and Complaints Policy.

The Institute's Student Conduct Policy is in place to protect the interests and safety of all students, and to enable AIPC staff to provide a high level of service to all students.

Learning Materials

The Institute will supply all course study materials with the only exceptions being for those units that contain elements requiring the student to undertake their own research in order to facilitate learning. Learning materials are supplied in the form of a "Study Pack". Each pack contains an introductory audio CD, a Book of Readings and a set of Unit Workbooks.

- Pack 1 – includes learning materials for Units 1- 4 and is issued upon enrolment.
- Pack 2 – includes learning materials for Units 5-7 and is issued only upon successful completion of Unit 3 Workbook.
- Pack 3 – includes learning materials for Units 8-12 and is issued only upon successful completion of Unit 6 Workbook.
- Pack 4 – includes learning materials for Units 13-17 and is issued only upon successful completion of Unit 11 Workbook.
- Pack 5 – includes learning materials for Units 18-22 and is issued only upon successful completion of Unit 16 Workbook.

Issuing of Learning Materials

Students are eligible to receive the learning materials for Packs 2, 3, 4 and 5 when:
The pre-requisite Workbooks (as outlined above) have been successfully completed and marked Competent, and
Course fee payments are up to date and no more than 30 days past due.

Facilities and Equipment

Students will require:

- writing equipment including pens and paper, stationery including stapler and paper clips
- envelopes and postage stamps for submitting assessment
- appropriate study facilities ie, table, chair, and adequate lighting
- access to a compact disk player
- access to a computer and printer or a typewriter is advisable (however not compulsory)
- access to a video camera, tripod and blank video cassette tapes is necessary for those students choosing to complete the practical seminar components by the video taping of skills option.

Counselling and Support Services

Students requiring personal counselling or guidance may seek a referral to an Institute-trained practicing Graduate Member, wherever possible. In this instance the Counsellor will negotiate a professional service fee with the student.

Code of Practitioner Practice

All Graduate Members, Affiliate Members, practising Lecturers and practising Consultants shall observe in all matters the Code of Practitioner Practice. Copies of this Code are forwarded to all Institute Graduate Members and are available to the general public upon request.

Student Cards

Student Cards are available from the Institute at \$11 each and are valid for a period of two years from the date of course enrolment. Please refer to your Study Package or contact your local Student Support Centre for an application form.

Plagiarism

The course assessment is designed to allow students to express their own understanding of the relevant theory and its application to counselling issues. In order to be marked as “Competent” on a piece of assessment a student must be able to demonstrate their own understanding of the topic by presenting the assessment in their own words and incorporating their own ideas.

Copying sentences and blocks of text directly from readings, textbooks, or other documents including copying the work of another student does not demonstrate a student’s own understanding of the topic. Such practices will be regarded as plagiarism unless the source is appropriately acknowledged.

Students who are unable to appropriately demonstrate their own understanding of a topic will be marked “Not Yet Competent” and will be required to re-submit the assessment.

Copyright

All logos, marks, books, texts, manuals, documents, cassettes, CD’s and other educational and Administrative material whatsoever owned by the Australian Institute of Professional Counsellors and associated entities are protected by copyright and must not be copied or reproduced either in part or whole or used for gain without the written approval of the Directors of the Institute.