

Australian Institute of Professional Counsellors

Student Handbook – Graduate Diploma of
Relationship Counselling



September 2018

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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.

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Welcome

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

I would like to take this opportunity to welcome you to the Institute on behalf of myself, Sandra Poletto, 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. Relationship Counselling is a profession that is dedicated to helping those who require specialist counselling for their relationships and families by specifically identifying and applying therapeutic approaches.

Almost all of the materials that you will need to complete your course will be supplied to you, through your online eLearning Student Portal, My.AIPC. Please feel free to supplement your studies with general reading. In addition to your accessing your Study Guides, Book of Readings and Assessment Books via your eLearning portal, you will also have access to the Study Skills Guide which provides some essential information referencing, writing essays and study guidelines.

Seminars are offered in most major cities throughout Australia. Seminars form a part of the compulsory curriculum for the courses and can be completed by attending live presentations which are held regularly throughout the year in major cities, or if you experience difficulties in attending the live seminars, they may be completed by recording your skills and uploading a video of the recording, or having a private 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 and other documents are fully protected by copyright and other registrations, and as an Institute student we ask that you do all you can to protect our 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.

Best wishes to you as you commence your studies. Of course, if you have any questions regarding the Institute or your course please contact your local Student Support Centre.

Yours sincerely,

Sandra Poletto
Chief Executive Officer
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 a leading provider of counsellor education in Australia and offers the Nationally Recognised Training program Diploma of 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) (Provider Number 0670) and a private provider of education in the specialised field of Counselling. The Institute is managed by its Management Team which reports to and works with the Directors.

The educational function of the Institute is provided by a team of Education Advisers, Lecturers and Tutors who have their principal tertiary qualifications in Counselling, 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 have received your enrolment pack consisting of introductory information and Student Handbook, and access to your learning materials at My.AIPC. You can download your Study Guides and Assessment Books from My.AIPC with these resources incorporating all the information you need for each unit. Each resource is designed to make your external 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 graduate course of the Australian Institute of Professional Counsellors includes:

Graduate Diploma of Relationship Counselling

Course Code: **CHC81015**

Graduates from the course are awarded a Graduate Diploma qualification as named above. The course is a “Nationally Recognised Training” program and provides an advanced level of learning in a specialist field of counselling.

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: Chrystal Derrington
PO Box 1403, Buderim QLD 4556
Office 2, 100 King St, Buderim QLD 4556
Telephone: (07) 5476 5200
Facsimile: (07) 5476 5233

Gold Coast & Northern Rivers

Manager: Cally Zammit
PO Box 4228, Ashmore QLD 4212
Unit 3, 153 Cotlew St, Ashmore QLD 4214
Telephone: (07) 5636 8271

NSW & ACT

Manager: Jacqui Harris
PO Box 238, Parramatta NSW 2124
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Telephone: (02) 9687 9688
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Victoria

Manager: Ash Deepak
GPO Box 417, Melbourne VIC 3001
Suite 3, Level 9, 474 Flinders Street, Melbourne VIC 3000
Telephone: (03) 9614 7472
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South Australia

Manager: Janet Szigeti
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Telephone: (08) 8297 5111
Facsimile: (08) 8297 5177

Western Australia

Manager: Kate Sorensen
PO Box 7264, Karawara, WA 6152
Suite 5, 14 Brodie Hall Drive, Bentley WA 6105
Telephone: (08) 9277 3972
Facsimile: (08) 9227 4063

Singapore

C/- Western Australia Student Support Centre
Manager: Kate Sorensen
PO Box 7264, Karawara, WA 6152
Suite 5, 14 Brodie Hall Drive, Bentley WA 6105
Telephone: +618 9277 3972
Facsimile: +618 9277 4063

Study Assistance Line: +61 7 3112 2000

(Students calling internationally, please add the international call prefix and country code 61 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 Therapist**', is also available electronically at www.aipc.net.au/journal. You will be automatically emailed when the next edition of The Professional Therapist 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@aipc.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 7 and 8 of this Handbook.

Study assistance can also be obtained by visiting the Institute website and 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.

My.AIPC makes it easier to progress through your course via our interactive student portal. You can submit your assessment online and course information is regularly updated ensuring you are studying the latest and most relevant information. Your marked assessments with helpful feedback are uploaded back to you. You can also access video lectures for each Study Guide of your course. Log in details for My.AIPC are emailed to you upon your enrolment. Visit <https://my.aipc.net.au> to log in and explore your online learning options.

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 some 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 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. It is advisable that the practical components are completed progressively through your course to ensure that the relevant skills and

knowledge gained through your assessment book can be put into practice through the practical assessment.

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. Recording your skills and submitting on DVD or uploading a video.
2. Having a private assessor assess your skills in person or online via Skype.

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.

Work Placement

The Graduate Diploma of Relationship Counselling requires completion of a work placement. While you are able to choose where you would like to complete your work placement, the Institute will need to agree that the placement is suitable to the requirements of your course.

Once you have decided on the agency, you notify the details of the workplace on the Workplace Nomination Form included with your Enrolment Pack and available on My.AIPC. We can also provide assistance in locating a suitable workplace if you are having difficulty finding a suitable agency. Our Education Advisors will also liaise with the agency where you are undertaking your placement to ensure you will be suitably supervised in the workplace, that you are given sufficient opportunity to participate in the workplace in accordance with your course requirements, and that your supervisor at the agency is clear on what you need to achieve during your placement.

While we recommend at what stage of your course to start your placement, it is between you and the agency as to how many hours you spend in the workplace and the days and times you work. This means you are able to fit your placement around your current work, family and lifestyle commitments.

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 Study Guide, 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. 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.
- Write down and summarise main points from your readings and texts on a page or file card. This is also useful for later units or general revision.
- Record main points and play the audio 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

Assessment items in the Graduate Study Guides are designed to allow you to express your understanding of the theory and its application to counselling issues. Because the Graduate Diploma of Relationship Counselling is equivalent in level to post graduate courses you would study at University, and because of the external delivery method of the courses, you will need to show a sufficient level of grammar, spelling and sentence construction to adequately answer the assessment questions, and convey your meaning and intention in your response. You will also be expected to reference your work using APA referencing style. Information on how and when to reference is contained in the 'Study Skills Guide' included with your Enrolment Kit.

An individual Study Guide and accompanying Assessment Book is supplied for each unit in the course. Begin study of each unit by starting at Section One of the corresponding Study Guide. Read the information carefully and highlight the key points. Your Study Guide will also direct you to where you will find the theoretical information that you will need to refer to in your Book of Readings. Refer to the Reading section specified and read the relevant parts of the Book of Readings.

At a minimum, each assignment will be graded as either 'Competent' or 'Not Yet Competent'. In instances where a grade of 'Not Yet Competent' is given, the assignment will be returned to you with comments from the marker who will recommend how to improve the unit. You may then resubmit the assignment for

marking. If more than one assignment for the Unit has been marked 'Not Yet Competent', then they will need to be resubmitted altogether for re-marking. If after several attempts Competency is not achieved, then it may be necessary to be interviewed by an Institute Education Adviser.

In addition to the completion of assignments 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 by recording or having a private assessor assess your skills.

Accessing Further Reading Resources

Most assessments for the Graduate courses will require you to read more widely than just your Book of Readings to coherently and competently respond to assessment questions. There are a few options that you might like to consider to access further resources:

1. Purchase texts from the AIPC Booklist. You can obtain a copy of this Booklist by contacting Head Office or your Student Support Centre. This Booklist is developed purely as a service to our students so AIPC places only a small mark-up on the cost price of resources listed on the Booklist simply to cover administration and handling.
2. Join your local community or university library.
3. Research on the web – the Study Skills Guide provides some useful tips to locate valid and worthy references from the internet.
4. Access the Proquest Psychology Journals electronic database of full text psychology and related journals. AIPC pays a subscription each year for access to this electronic database of journals. Complimentary access to this site is available at www.aipc.net.au/proquest. If a log-in screen appears, please use the following details: username: 0RWF9MFGG password: welcome

Submitting a Unit

When all of the questions and activities for each section of an Assessment Book have been completed, your Assessment Book can be uploaded through My.AIPC for marking. 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 included inside your Assessment Book?
- Have you made a copy of all of your work?

Submit completed Assessment Books by uploading through My.AIPC at <http://my.aipc.net.au>.

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.

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 answer questions in a particular number of words?

A. The approximate amount you need to write to respond to a question successfully is indicated by the space provided in the Assessment Book.

The spacing can be used as an indicator of the depth of information required. For example, if you are well within the allocated space, 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 space provided, then you may need to ask yourself whether you have included irrelevant information or repeated yourself unnecessarily.

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

A. No. Some units have a pre-requisite. Unless the pre-requisite has been successfully completed and marked as being “Competent”, the proceeding unit cannot be assessed. If you have requested and been granted priority marking as outlined above, then you are able to submit the assessment for up to two units (no more than two units) at a time.

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 assessor’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 marked assessment attempt in with the re-submitted 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 Articles 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 Therapist Journal

The Professional Therapist 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.

AIPC on Twitter

AIPC's Twitter (<http://twitter.com/counsellingnews>) is your daily source of training in counselling and life effectiveness. Our daily tweets include news, updates, special offers and links to interesting articles and publications from the Institute and external sources.

Following our Twitter is an excellent way for you to access fresh news regarding Institute projects, interact with our team, and participate in a range of discussions that we'll be posting daily. Visit our profile page at <http://twitter.com/counsellingnews>. If you don't already have a Twitter account, we encourage you to create one for free at <http://twitter.com>. With an account, you can officially follow us on Twitter.

AIPC on Facebook

AIPC's Facebook group has daily updates and links to useful counselling information and resources. You can join AIPC's Facebook group at: www.facebook.com/counsellors which is an excellent way to stay in touch with AIPC, and meet fellow students and counselling enthusiasts. Visit www.facebook.com/counsellors today to check out our latest updates and news.

Course Outline

COURSE OUTLINE – GRADUATE DIPLOMA OF RELATIONSHIP COUNSELLING (CHC81015)

Internal Curriculum Code: GDRCA

Units of Competency		Assessment Requirements
CHCFCS002 # *	Provide relationship counselling	<ul style="list-style-type: none"> ○ Assessment Book ○ Relationship Counselling Practical 1A ○ Work Placement (completed at the end of the course)
CHCFCS001 # *	Facilitate the family counselling process	<ul style="list-style-type: none"> ○ Assessment Book ○ Relationship Counselling Practical 2A ○ Work Placement (completed at the end of the course)
CHCFCS003 # *	Provide counselling to children and young people	<ul style="list-style-type: none"> ○ Assessment Book ○ Relationship Counselling Practical 3A ○ Work Placement (completed at the end of the course)
CHCFAM001	Operate in a family law environment	<ul style="list-style-type: none"> ○ Assessment Book
CHCDFV008 # *	Manage responses to domestic and family violence in family work	<ul style="list-style-type: none"> ○ Assessment Book ○ Relationship Counselling Practical 4A & 5A ○ Work Placement (completed at the end of the course)
CHCDFV012 #	Make safety plans with people who have been subjected to domestic and family violence	<ul style="list-style-type: none"> ○ Assessment Book ○ Relationship Counselling Practical 4A
CHCDFV006 #	Counsel clients affected by domestic and family violence	<ul style="list-style-type: none"> ○ Assessment Book ○ Relationship Counselling Practical 5A
CHCCCS003 #	Increase the safety of individuals at risk of suicide	<ul style="list-style-type: none"> ○ Assessment Book ○ Relationship Counselling Practical 6A
CHCFCS004 #	Provide grief and loss counselling	<ul style="list-style-type: none"> ○ Assessment Book ○ Relationship Counselling Practical 7A
CHCPRP007 # *	Work within a clinical supervision framework	<ul style="list-style-type: none"> ○ Assessment Book ○ Relationship Counselling Practical 8A ○ Work Placement (completed at the end of the course)
CHCPRP006	Lead own professional development	<ul style="list-style-type: none"> ○ Assessment Book
Work Placement (minimum of 100 hours)		<ul style="list-style-type: none"> ○ Completion of 100 hours of Work Placement

Units marked with a # require the practical demonstration of skills in a simulated work environment. A variety of options are available to complete practical assessments including through private one-on-one or small group assessment (in person or via Skype) or submitting a video recording.

Units marked with an * require completion of a work placement. The work placement involves an average of 12 hours per week in the workplace with some time spent at home completing activities that contribute to assessment.

Important Note:

1. An Assessment Book is completed for each topic, 8 practicals and a work placement are completed as part of this course.
2. 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. Industry regularly reviews this qualification and the Institute is required to incorporate any changes specified during this review process. Any changes, upgrades or expansions to the curriculum will be instigated in such a way that your studies are affected as little as possible.
3. Progress through your course is achieved by completing each unit's assessment book, 8 progressive practicals (by seminar, video or private assessment) and a work placement. Seminars are generally 1 or 2 days in duration. Please contact your Student Support Centre if you have any questions about the requirements to complete your course.
4. You can study your course on a full-time, part-time, or self-paced basis. Indicatively, full time study of the course will take approximately 12 months.

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,
 - 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.
- issues the qualification completed and recognises qualifications issued by other RTOs.
- complies with relevant laws and Commonwealth and State legislation; and regulatory requirements including, but not limited to, the areas of: Education and Training, Work Health and Safety, Privacy, Anti-Discrimination, Equal Opportunity, Child Protection, and Working with Children.
- 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.

Student Rights and Obligations

Successful learning is achieved within an environment of mutual respect between students and their educators.

Students have the right to:

- Receive a course experience, and learning and assessment materials, that comply with industry and regulatory requirements.
- Receive the study support services detailed on the Institute's website and included in the marketing of the course.

- Participate in assessments that enable the competencies of the course to be achieved and to be assessed in environments free from discrimination and harassment.
- Receive appropriate feedback on their work.
- Submit complaints and appeals as per the Complaints Policy and Appeals Policy.
- Obtain a refund in the event the services/course are not provided or made available by the Institute, or in accord with the Course Cancellation Policy if the student withdraws from their course.
- Receive their Certificate and Statement of Academic Record upon completion of the course requirements and finalisation of fees, or obtain a statement of attainment (for units fully completed and finalisation of fees) upon withdrawal from the course.

Upon acceptance into their course, students are obligated to:

- Abide by the terms outlined in the Student Agreement and the policies included in the Student Handbook (publically available on the Institute's website).
- Maintain up-to-date payment of their fees and make a concerted effort to commence, progress and complete their course.
- Participate in and complete all required assessments for the course.
- Seek assistance with their studies through the study support services advertised on the Institute's website and outlined in the Student Handbook.
- Seek advice from their Study Support Centre or Study Assistance Line as needed to assist with progress of their course.

Student Agreement

Upon enrolment into your nominated course, you have signed an Application Form. The Application Form includes the following Student Agreement statement:

Upon determining my application meets the course entry requirements based on the information I provided, and processing of my tuition or part thereof, Australian Institute of Professional Counsellors (AIPC) will send me, or make available to me, my course material. I understand that access to my course material is progressive, based on my progress through the course. I understand my rights and obligations as a student as outlined in the Student Handbook and this Student Agreement, that these may be updated from time to time and I will remain bound by the terms including any varied terms, and agree the information I have given in this application is truthful and will be viewed by AIPC and/or its nominee only. I accept the decision of AIPC regarding my initial and ongoing enrolment as final.

I acknowledge and understand the initial and ongoing costs incurred by AIPC in respect to my enrolment, whether I progress academically in my course or not. I agree to AIPC's Course Cancellation Policy and agree that should I cancel from the course within 30 days of my enrolment, then I will receive my money back. I understand that if I cancel from the course more than 30 days after my enrolment then I am liable for one sixth of the full cost of my enrolment for each month of my enrolment. I further agree that if I discontinue my course six months or more after my initial enrolment, I will be liable for the full cost of the course, irrespective of whether I have paid that due amount in tuition to the date of my cancellation, and irrespective of my academic progress in the course at the date of cancellation.

I understand that should I wish to cancel my course, I must submit my request in writing and return any and all materials including course texts, workbooks, books of readings and any other items bearing the name of AIPC before my cancellation is processed, and before I will be due any refund. I further agree that should my tuition fees become two or more months in arrears I am immediately liable for the full cost of my course enrolment.

I also acknowledge that I have access to a computer system with at least the following specifications:

- *Windows 7 or later Operating System*
- *Microsoft Office 2013 or later software programs*
- *Internet access 256/64 kbps or faster*

All Books, Workbooks, Readings, Assessments, Logos, Concepts, Videos, Documents and Recordings which are made available to me or received by me from AIPC are protected by copyright and I agree that I will not sell, reproduce, copy, loan or otherwise make available any item to any other person or institution. AIPC courses and programs are subject to changing accreditation and academic standards, and in particular AIPC's programs and courses that are subject to the jurisdiction of the 'National Vocational Education and Training Regulator Act 2011.' I acknowledge that the course or program I am enrolled in may change from time to time due to academic and/or accreditation requirements and as a consequence of such changes there may be changes to the structure and or curriculum of the course.

I understand that personal information provided by me will be used to either obtain and/or validate a Unique Student Identifier for me which is required to issue my certificate for the qualification and enables the Institute to report my progress and completion of the course. I also confirm that the personal information I have provided is true and correct and understand that the information will be reported to government authorities as required under RTO reporting arrangements. I acknowledge that if I have advised that I require assistance with Language, Literacy or Numeracy or that I have a disability or special need and require additional learning support, a AIPC Educational Adviser will contact me for an assessment and discussion of my requirements.

I acknowledge that the relationship between AIPC and myself shall not constitute a relationship of partnership or joint venture or any other relationship where AIPC or agent of AIPC can be held responsible in any way for any actions or words made by me.

Any usage of the Marks and the Name Australian Institute of Professional Counsellors, AIPC and any other goodwill established thereby shall ensure to the exclusive benefit of the owner of the Marks and Name. I will follow the policies of the Institute unless approval to do otherwise is received in writing. I will at all times respect the good name of AIPC and will maintain the highest possible standards of confidentiality, ethics and behaviour in all relevant practices concerning my clients and AIPC, and will at no time take any action or utter any words which might in any way damage AIPC or its Agents.

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 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:

1. 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.
2. 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.
3. 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.
4. 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.
5. Providing all students ongoing access to support services, including access to the 1300 Institute Study Assistance Line & Web Knowledge Base.
6. Providing additional support and opportunities for re-assessment for students assessed as Not Yet Competent.
7. Utilising a broad student selection criteria.
8. Ensuring that staff are 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) 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 an 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 an 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 and Personal Information Policy

Overview

In the course of its business, the Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As Australian Institute of Professional Counsellors ("the Institute") may collect information from students or persons seeking to enrol with the Institute, either electronically or in hard copy format, including information that personally identifies individual users. The Institute may also record various communications between individuals and the Institute.

In collecting personal information the Institute will comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Collection and use of personal information

The Institute will only collect personal information from individuals by fair and lawful means which is necessary for the functions of the Institute. The Institute will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of the Institute.

The information requested from individuals by the Institute will only 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 your course, 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; assess an individual's entitlement to FEE HELP assistance and to allocate a Commonwealth Higher Education Student Support Number (CHESSN); and to report to government agencies as required by law. If an individual chooses not to give the Institute certain information then the Institute may be unable to enrol that person in a course or supply them with appropriate information.

Your personal information will be held by the Institute 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.
- Licensees that provide educational services and qualifications under the Australian Institute of Professional Counsellors Pty Ltd banner.
- Government and regulatory authorities during audit of the service we provide to you or information reporting requirements.
- Centrelink for those students whom are studying either full or part time under the Austudy/Abstudy scheme.
- Organisations involved in the transfer/sale of all or part of our assets or business.

Personal information about students studying with the Institute may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA), the Tertiary Education Quality and Standards Agency (TEQSA), the Commonwealth Department with responsibility for administering the *Higher Education Support Act* 2003, and the Tuition Assurance Scheme manager (ACPET).

The Institute will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) the Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the Institute shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of the Institute or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

Security and integrity of personal information

The Institute is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

The Institute will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

The Institute will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where the Institute has no further use for personal information for any purpose disclosed by the Institute, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that the Institute holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that the Institute holds about them; however the Institute may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by the Institute should be sent to:

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

Complaints about an alleged breach of the APPs

Where an individual believes that the Institute has breached a Privacy Principle in relation to that individual they may lodge a complaint using the Institute's grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

Publication

These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enrol with the Institute by publication on the Institute's website: <http://www.aipc.net.au/>. Alternatively, a copy of this policy may be requested by contacting the Institute using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, the Institute will advise students on enrolment about these procedures and where they are located.

Entry Requirements and Admission Procedures

Students applying to enrol in the Graduate Diploma of Counselling must meet the minimum entry requirements. All applicants must have met one of the following entry requirements:

- Completion of a nationally recognised Diploma of Professional Counselling or Diploma of Counselling from the Institute; or
- Completion of a nationally recognised Diploma of Counselling from a Registered Training Organisation
- A Bachelor Degree in counselling or a related field of psychology, social work or behavioural science.
- At least three years of direct family counselling experience, involving self-direction, depth and independent judgment.

In all instances, applicants are to provide formal documentation that supports their qualifications and experience as required by the specific entry requirement. Qualifications are to be documented by including a certified copy of the original certificate and a transcript of units covered in the qualification with the application for enrolment. Experience is to be documented by original written letters from supervisors or employers confirming the position, duties and responsibilities, length of employment, and employment status and hours (full time, part time, casual, etc.).

AIPC graduates from the Diploma of Professional Counselling/Diploma of Counselling are to provide their Student Number through their application process. There is no necessity to include certified documentation as detailed above if applying through this avenue.

Total Costs and Fees

Prior to the commencement of a course, all students are advised of total costs and fees as outlined on the Application Form and website www.aipc.net.au current at the time.

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 acknowledge and understand the initial and ongoing costs incurred by AIPC in respect to my enrolment, whether I progress academically in my course or not. I agree to AIPC's Course Cancellation Policy and agree that should I cancel from the course within 30 days of my enrolment, then I will receive my money back. I understand that if I cancel from the course more than 30 days after my enrolment then I am liable for one sixth of the full cost of my enrolment for each month of my enrolment. I further agree that if I discontinue my course six months or more after my initial enrolment, I will be liable for the full cost of the course, irrespective of whether I have paid that due amount in tuition to the date of my cancellation, and irrespective of my academic progress in the course at the date of cancellation.

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, Study Guides, 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 two or more months in arrears I am immediately liable for the full cost of my course enrolment."

Fees for Additional Items

While all fees to complete the Graduate Diploma of Relationship Counselling are disclosed on the Application

Form, and all learning materials to successfully complete the program are provided and included in the course fees, there are some optional items and services that students may need (or choose) to pay additional charges for, from time-to-time, during their course of study:

1. Private tutorials (optional) with educational staff: \$40/hour
2. Replacement certificate or Statement of Attainment: \$25/item

Teachout of Courses

The Institute is obligated to keep its courses up to date with industry and educational requirements. If updating of a course leads to a new version of the course being released, students enrolled in the current course will be advised of a timeframe in which the current course will be taught out.

This timeframe is usually within 12 months of the new course becoming available or from expiry of the accreditation of the current course. Students will be advised of the teachout date of the course in writing.

In the event of not completing their course before the teachout date, students will be able to transition to the new course, and receive RPL towards units in the new course for components already completed in their current course.

A nominal transition fee will apply comprised of the difference in course price between the current and new course, and a nominal administrative fee to process the transition.

Protection of Student Fees Paid in Advance

The Australian Institute of Professional Counsellors is committed to protecting student fees paid in advance. AIPC is a member of the ACPET ASTAS with the Graduate Diploma of Relationship Counselling being covered by this scheme. In the event that AIPC is unable to continue offering its courses, the requirements of this membership will be instigated.

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 Graduate Courses are external courses 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 on the Course Outline and in the Study Guides and Assessment Books for the course undertaken.

Qualification to be granted

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

Upon successful completion of all course requirements, a Certificate and Statement of Academic Record will be issued by Australian Institute of Professional Counsellors.

Re-issuing Certificates and Statements of Attainment

In the event of loss, damage, destruction or a change of name, students are able to request a reprint of their Certificate, Academic Record and/or Statement of Attainment by completing the 'Request to Re-issue Certificate/Statement of Academic Record/Statement of Attainment' Form.

Students can obtain this form from their Student Support Centre or Head Office, complete the form and then return. In the case of a change of name, students are required to provide a certified copy (by a Justice of the Peace or Commissioner of Declarations) of the marriage certificate or deed poll.

A fee of \$25/item applies to re-issuing Certificates, Statements of Academic Record and Statements of Attainment.

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 Graduate courses. RPL recognises that students may be competent in particular counselling areas prior to beginning the course, due to relevant life and work experiences and previous 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 contained in the Graduate Diploma of Relationship Counselling are able to apply for Recognition of Prior Learning for the unit/s.

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 by contacting your Student Support Centre.

To apply for Recognition of Prior Learning, complete the Recognition of Prior Learning and Credit Transfer Application Kit and forward to the Institute along with certified documentation of your evidence of prior learning.

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 competency listed in the Graduate Diploma of Relationship Counselling Course Outline, you are able to apply to transfer competency of that unit/s towards the Graduate Diploma of Relationship Counselling.

If similar units to those listed in the Course Outline have previously been completed, you are able to apply for Recognition of Prior Learning for the respective 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 by contacting your Student Support Centre.

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.

Complaints Policy

A complaint is defined as a person's expression of dissatisfaction with any aspect of the Institute's services and activities, or the conduct of Institute staff or students.

Australian Institute of Professional Counsellors

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, or the conduct of staff or students, they are encouraged to contact their Student Support Centre Branch Manager or the Training Manager immediately, and in the first instance, to resolve the issue. However, it is not mandatory for students to raise their complaint informally.

If the student is not satisfied that the issue has been resolved, he/she may wish to write a letter to the Chief Executive Officer, setting out the issues of concern. The contact details to send this correspondence are:

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

sandra@aipc.net.au

Receipt of the complaint is acknowledged in writing within 7 calendar days, and is then investigated by the Chief Executive Officer or their representative (independent to the situation).

During all stages of the complaints process, the Institute will ensure that:

- principles of natural justice and procedural fairness are followed.
- the student and any respondent are not be victimised or discriminated against.
- the student and any respondent has an opportunity to present their information, and each party to a grievance may be accompanied and assisted by a support person if any meetings are required.
- decisions made in response to complaints are based on logical evidence and free from bias.
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent.
- where a decision is made that supports the student's complaint, the Institute will implement any decision and/or corrective and preventative action required, and advise the student of the outcome.

All complaints will be finalised as soon as practicable and decisions notified in writing to the student, and any respondents, from the Chief Executive Officer within 28 calendar days of receipt.

For more complex matters, if the Institute requires more than 28 calendar days to process and finalise the complaint, the student will be informed in writing inclusive of reasoning with the student updated regularly as to progress of the matter.

The student will be advised of their right to appeal the decision as per the Appeal Policy or to an external mediator if they are not satisfied with the outcome of this process.

External Review Process

If the student is not satisfied with the outcome of the complaint process, they may lodge an external review of the decision to the Resolution Institute, an association offering dispute resolution services, within 20 working days of receiving notice of the outcome of their complaint.

Contact Details for the Resolution Institute:
Resolution Institute Head Office
Level 1, 13-15 Bridge Street
Sydney NSW 2000

Ph: 1800 651 650 Fax: (02) 9251 3733

Email: infoaus@resolution.institute

Website: www.resolution.institute

Complainants who wish to lodge an external appeal can contact the Resolution Institute and request details of a suitable Mediator. The Resolution Institute have a free referral service to a Mediator and the Mediator will charge a fee for the first four hours of their services, with an hourly rate applying thereafter. 50% of the fee will be borne by the Institute and 50% by the student.

The Institute agrees to participate in good faith in the mediation process. Any reasonable recommendations will be implemented within 30 days of receipt of the report from the external Mediator.

If the complaint still remains unresolved after the external dispute resolution process, the student may decide to refer the matter to an external agency such as 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.

During all stages of the Appeal process, the Institute will ensure that:

- principles of natural justice and procedural fairness are followed.
- the student and any respondent are not be victimised or discriminated against.
- the student and any respondent has an opportunity to present their information, and each party may be accompanied and assisted by a support person if any meetings are required.
- decisions made in response to complaints are based on logical evidence and free from bias.
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent.
- where a decision is made that supports the student's complaint, the Institute will implement any decision and/or corrective and preventative action required, and advise the student of the outcome.

Appeal of Assessment Results

Students are able to appeal against their assessment 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 assessment including the assessor's comments to:

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

Email: coordinator@aipc.net.au

Upon receipt, the Training Manager (independent to the original assessment decision) 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 assessment appeal.

Appeals of All Other Decisions

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 Director at the following address:

AIPC Director
Locked Bag 15
Fortitude Valley QLD 4006

Email: headoffice@aipc.net.au

The student should provide a copy of any information they have available to them in relation to the situation when submitting their appeal.

Receipt of the appeal is acknowledged in writing within 7 calendar days, and the Executive Director,

or their representative (independent to the situation), reviews the information submitted by the student and the information used to make the original decision.

All appeals will be finalised as soon as practicable and the decision notified in writing to the student, and any respondents, from the Executive Director within 28 calendar days of receipt.

For more complex matters, if the Institute requires more than 28 calendar days to process and finalise the appeal, the student will be informed in writing inclusive of reasoning with the student updated regularly as to progress of the matter.

External Appeal Process

If the student is not satisfied with the outcome of the appeal process, they may lodge an external appeal to the Resolution Institute, an association offering dispute resolution services, within 20 working days of receiving notice of the outcome of their appeal.

Contact Details for the Resolution Institute:
Resolution Institute Head Office
Level 1, 13-15 Bridge Street
Sydney NSW 2000

Ph: 1800 651 650 Fax: (02) 9251 3733

Email: infoaus@resolution.institute

Website: www.resolution.institute

Complainants who wish to lodge an external appeal can contact the Resolution Institute and request details of a suitable Mediator. The Resolution Institute have a free referral service to a Mediator and the Mediator will charge a fee for the first four hours of their services, with an hourly rate applying thereafter. 50% of the fee will be borne by the Institute and 50% by the student.

The Institute agrees to participate in good faith in the mediation process. Any reasonable recommendations will be implemented within 30 days of receipt of the report from the external Mediator.

If the matter still remains unresolved after the external dispute resolution process, the student may decide to refer the matter to an external agency such as the Anti-Discrimination Commission, Office of Fair Trading or other bodies as appropriate.

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.
- Complying with all reasonable instructions and requests made by AIPC staff. This incorporates participating willingly and positively in all lessons, role plays, activities, discussions and assessments.
- 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 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. If a student has a concern about the conduct of another student under this Student Conduct Policy, the student is to refer to the Complaints Policy to lodge a complaint in accord with that Policy.

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 accessed by logging into My.AIPC at <http://my.aipc.net.au> and downloading the study guide, readings and assessment book for the current unit you are completing.

Facilities and Equipment

Students will require:

- access to a computer and internet
- appropriate study facilities ie, table, chair, and adequate lighting
- Access to a video camera, tripod and blank DVDs/videos or other recording equipment is necessary for those students choosing to complete the practical seminar components by the recording 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.

Plagiarism and Copying

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 does not demonstrate a student's own understanding of the topic. Such practices will be regarded as plagiarism unless the source is appropriately acknowledged.

Copying the work of another student and collaborating with another student during the completion of assessment also does not demonstrate a student's own understanding of the topic. Students are not to submit assessment that is the same as another student's (past or present) or has been developed in collaboration with another student. Such occurrences will be regarded as copying.

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. The Institute may also investigate the matter further which may include a review of all Study Guides or assessments submitted by the student or students.

Students will be notified in writing of the outcome of any review and, if plagiarism or copying is evident, will be required to re-submit assessments or Study Guides. A repeat occurrence of plagiarism or copying may lead to the student’s enrolment in the course being cancelled. All instances of plagiarism or copying will be resolved to the Institute’s satisfaction.

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