



HLT52615: Diploma in Ayurvedic Lifestyle Consultation Student Manual Intake Year – March 2025

Level 1, 121 Mains Rd, Sunnybank, Qld, 4109

PO Box 4010, Eight Mile Plains, Qld, 4113

Ph: 1300 557487

Email: aiasayurveda@gmail.com

www.aiasinstitute.com.au

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Information for the enrolling student

Our Campus

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There are several transport options available for travel, with several transport hubs close to the Institute. However, the most convenient transport option would be the train, with the Altandi Station located immediately behind the Institute's premises. If you are travelling by bus, Bus stop is located right outside the Paloma center building. There is onsite parking also available at the back side of the college.

A Go Card is particularly cost effective when using public transport in Brisbane. It is available from selected retailers, train stations, online or over the phone to allow you to travel seamlessly on all TransLink bus, ferry, and rail services across south-east Queensland. Visit the TransLink website (translink.com.au) for more information.

What you will need

All course module notes, and instructions for your practical exercises and course work will be provided by the AIAS. As a student, we encourage you to take your own notes, in addition to the extensive course module notes that we provide you for use during studies and in the future.

We recommend the following items to make your learning experience enjoyable and profitable:

- *Access to a computer that has the capacity to view video (webinar) lectures from home including an appropriate internet provider plan.*
- *Large lever arch folders for your lecture notes*
- *Student note pads*
- *A4 loose leaf dividers*
- *A pack of A4 plastic sheet protectors*

(Note that it is not practical to expect to entertain the idea of studying this course on a smartphone. While a mobile phone may be used in certain instances, your access to material and certain other features of the course would be restricted to a smartphone.

You will require a laptop or desktop computer, so that your study experience is smoother and without obstacles).

Information For The Enrolling Student

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The following items are required for students attending any of the practical training workshops:

- *Non-slip closed shoes for clinic and practical work.*
- *Towels for use in massage and during Intensive practicum.*
- *3 light, stainless-steel bowls for warming and containing massage oils (more details will be sent during your studies)*

For practical skills in Ayurvedic Therapies, you will require.

- *A standard massage table (collapsible and height adjustable is best)*
- *An authentic 'Shirodhara Pot' (available from www.suryaayurveda.au)*
- *A 'Shirodhara Stand' – (whether traditional or makeshift)*
- *Thermometer – Students need to bring their own thermometer while coming for the practical training (details will be provided when this requirement becomes necessary).*

Rationale: *Some treatments in Ayurveda require the use of equipment, for example, ayurvedic massage treatment, which necessitates the use of a massage table, and 'Shirodhara', which will require a 'Shirodhara Stand', and a 'Shirodhara Pot'. The teaching will be done using this equipment and the proper protocols for the treatment must be followed by students to maintain the authenticity of the treatments, to give the maximum benefit to the client, and allow for correct assessment.*

For your assessment purpose and completion of your assignments, if you are not able to acquire the equipment, you can use the Institute's facilities to perform these treatments. (this may mean additional travel and accommodation).

In case you live interstate and are unable to travel to use the college facilities for your assignment completion, in such cases you can reach out to your fellow classmates who may have the authentic equipment to perform the treatment. On the other hand, you can also investigate investing in the equipment yourself which you can further use in your practice.

The successful achievement of competency in various units will only be given if these treatments have been performed using the correct equipment and by following the

protocols that have been taught in class. For Shirodhara assignments, it is mandatory to use the correct Shirodhara Pot and Shirodhara String to achieve competency.

Keep in mind that the purchase of the above, basic Ayurveda equipment, is an investment that will also serve you in the future when you provide treatments to the public.

If there are any special requirements for specific assessments, workshops, or topics, your trainer will notify you in advance.

What Does My Course Fee Include?

Your Course fees include:

- *All specialization units of competency modules (provided in downloadable PDF format)*
- *All common unit competency (online) modules*
- *Practicum consumables*

Payment Of Course Fees

Mode of payment: *Payment can be made by two methods.*

1. Direct deposit

2. Stripe payment channel

1. Direct Deposit:

Payments made by credit card (provided on your invoice) or via direct deposit to:

BSB: 034-234

A/C Name: AIAS

A/C Number: 173321

In the case of electronic deposits, it is vital that you must identify your payment (including either your name, your invoice number or student number) in the Reference Section.

We encourage students to complete the Direct Debit form so that on the specified date each month the payment can be automatically debited from your account.

2. Stripe payment channel

Payments can also be processed through Stripe Channel using your credit card

Students are encouraged to set up their auto payment option. When the first invoice is issued, students must manually click the auto-pay button and enter their credit card information.

Please note there is no administration fee or interest fee applied by AIAS for your installment payments.

The benefit of setting up auto debit is that you won't miss the payment deadline. Missing an invoice could result in a late fee charge (please refer to page 6 for more details on late fees).

Students are encouraged to set up an auto payment for the first three installments of \$1260 as per your payment plan then set up the auto payment for the next 16 installments of \$880 as per your payment plan.

Please note, regarding your course enrolment fee, once paid, you need to inform us immediately with the payment details at aiasayurveda@gmail.com Once your enrolment has been completed and you have been notified of that by the Course Admissions Team, as an enrolled student you then need to use the email address aiasstudent@gmail.com for any further queries.

It is your responsibility to note the dates and ensure that your payments for course installments are deposited on time. If your fee is not paid in the given timeframe, then access to learning material will be suspended until payment has been settled. If fees are overdue for more than 1 x week, your access to learning material and webinars will be temporarily restricted until the fees have been paid in full.

Charges are incurred if course installment fees are late and will also result in denied access to the student portal. Fees should be paid by 1st of every month. If fees are more than 1 week late, an extra 5% will be charged. If fees are late by more than 2 weeks late, an extra 10% will be charged. If fees are more than 8 weeks late, an extra 15% will be charged. Overdue fees beyond this point can mean that a student is considered to have withdrawn from the course.

It is your responsibility to note the dates and ensure that your payment is deposited on time

Course Extension And Deferment

*If you are unable to complete the course within this time frame identified in the Course Prospectus, you may apply for a 'once-only' course extension of 6 months from the nominated end date of the intake as per the course delivery document, on submission of a **Course Extension Application Form** (which can be requested from AIAS Student Admin). Applications will be considered on a case-by-case basis where students can demonstrate that they have initiated at least **75%** of the course requirements. Please note that the cost of a course extension application is **\$1000.00**.*

Please note that the cost of the course extension application is \$1000.00 for once only for a 6-month extension that begins from the set dates of your intake completion.

If your course is not completed in the defined timeline of the course delivery and you have not applied for course extension or applied for course extension but could still not complete your course, in such cases, your enrollment status will be recorded as incomplete and withdrawn. VET courses are delivered within the time frame and cannot be extended and then further extended due to the currency of knowledge and skills required.

Conditions Apply:

- 1) Please note that a course extension will only be granted if 75% or more of the practical assignment work has been already submitted or uploaded during your 18 months of course delivery.*
- 2) Students cannot expect to upload numerous assignments all at once, 24 hours before the final extension date applies; so please don't leave your assignment submissions to the last moment. Sufficient time must be calculated for marking purposes and any re-submissions necessary before the final due date of the course extension.*
- 3) If the student uploads a substantial amount of work towards the very end date, then they cannot expect everything to be marked or have provided to them their qualification parchment until marking has taken place. Please note that assessments will be going to be into a queue where other students will be priority will be given to those who have delivered their work on time, as per expected due dates.*
- 4) Students need to upload assignments immediately when they have been completed so it allows Assessors due time for corrections & markings. Then, students will have sufficient time to re-upload those assignments where corrections need to be made.*

Course Deferment

Please note: Due to the nature of VET competency-based learning and assessment requirements - the AIAS Ayurveda Courses do not permit deferment. As has been explained to you in the AIAS Ayurveda Open Day Webinar, and the extensive telephone call you received with a Course Coordinator, the procedure, if you were to withdraw from studies, is to take with you whatever 'Statements of Competency' you have achieved and use them for 'Transfer of Credit' (T.O.C) after having enrolled in a future/new intake (as long as the course code for the competencies the same). You would then receive financial and academic credit for any T.O.C

Course Commencement

The date of your course commencement is the date on which your first webinar begins, or the date on which you receive course material related to any unit of competency (In the case where some students may have enrolled early and elected to begin their studies early, through 'common unit competencies').

Intellectual Property

We pride ourselves on the authentic way we deliver our courses, offering you a level of knowledge and skills that are unparalleled in the western world. While it is always good to share your learning experiences with others, it is important to understand that many of the tools and diagnostic skills you will acquire are not taught by the other Institutes. Therefore, we would like to advise that while it is good to keep talking about Ayurveda with these students and practitioners over a cup of chai, please refrain from sharing the deeper knowledge you learn at AIAS. Especially:

- *Do not share the link to your weekly webinars with other students or the public.*
- *Do not share your log in details to the Institute's e-learning portal.*
- *Do not share or distribute copies of your module notes.*
- **No personal audio, video recording, or photographing is permitted in class, including webinars.**
- *Students found sharing this information will be subject to disciplinary action.*

HLT52615: Diploma in Ayurvedic Lifestyle Consultation

Course Description

The HLT52615 Diploma Ayurveda is a Vocational Education and Training Qualification designed to provide knowledge and skills for the workplace.

Students enrolled in the Diploma in Ayurvedic Lifestyle Consultation (HLT52615) receive authentic training in Ayurveda to develop the skills to assess their own clients and determine both the Prakruti and Vikruti of the client as well as being able to provide effective ayurvedic treatment.

The study involves the philosophy of Ayurveda and its integration into one's own lifestyle in addition to Ayurvedic Anatomy, Physiology, and Psychology, and the practical case study work and treatments of Ayurveda. The Ayurvedic therapeutic regimes to restore balance to clients at the physical, mental, and emotional will be learned, as well as experienced personally, by each student (see the AIAS Course Prospectus and review the AIAS Ayurveda Open Day Webinar Recording sent to you previously a more comprehensive description).

The course is suitable for both existing health professionals (for example naturopaths, medical doctors, nurses, dentists, and herbalists) and complete newcomers to the health sciences. Health professionals will find an abundance of holistic lifestyle advice and a health model to offer within the modern integrative approach to medicine. Natural therapists will learn new methods of health assessment and the most unique, effective, and time-proven therapies to give them a cutting edge in their practice.

Complete newcomers to the field of health studies will learn a profound path to personal growth and the skills necessary to deliver Ayurvedic healing to others; a career that itself provides inspiration, purpose, and satisfaction.

Course Structure

The qualification consists of "18 units of competency" from the National Health Training Package':

Ayurvedic Units

HLTAYV001	Develop Ayurvedic practice
HLTAYV002	Make Ayurvedic lifestyle assessments
HLTAYV003	Provide Ayurvedic bodywork therapies
HLTAYV004	Provide Ayurvedic lifestyle advice
HLTAYV005	Provide advice on Ayurvedic nutrition

Common Units

BSBSMB403	Market the small business
BSBSMB404	Undertake small business planning
BSBSMB405	Monitor and manage small business operations
BSBSMB406	Manage small business finances
CHCAGE001	Facilitate the empowerment of older people
CHCCOM006	Establish and manage client relationships
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
CHCPRP003	Reflect on and improve own professional practice
HLTAAP002	Confirm physical health status
HLTAID011	Provide first aid
HLTINF004	Manage the control of infection
HLTWHS004	Manage work health and safety

Students have a right to access the Units of Competency for any accredited course for which they are enrolled and they can do so by going online to <http://www.training.gov.au>

Provide First Aid Course HLTAID011 is a mandatory competency required to achieve the Diploma Qualification. A student must complete that unit from a Registered Provider (an RTO). The Fee for the First Aid course is not included in the Ayurveda course fee or in the course installment.

Course Delivery

This qualification is offered through a 'blended' (includes interactive, flexible, and multi-format) delivery method that not only gives students choice in their study options but allows them to create a balance between study, work, and family.

The program is offered in the following format:

1st year (First 12 months)

- *Weekly 'live' webinars with your teacher, Dr. Ajit*
- *Three, Weekend Intensives at our Brisbane campus*
- *One, 7-day Practicum training workshop at our Brisbane campus*
- *Weekly online self-study (with a total weekly study commitment of 18 hours)*

2nd year (Final 6 Months?)

- Weekly 'live' webinars with your teacher, Dr. Ajit
- Two, Weekend Intensives at our Brisbane campus
- One, 7-day Practicum training workshop at our Brisbane campus
- Weekly online self-study (with a total weekly study commitment of 18 hours)

*P.S. Students, while engaged in learning are **not qualified, not insured, nor permitted to train others while themselves**, as students lack both the qualification to Ayurveda and additional qualification in training and assessment (TAE).*

Common Units

There are 13 x common units in total in this qualification. 12 x common units are available online through the Institute's E-learning portal, giving students the flexibility to study at their own pace and in their own time to create a balance between study, work, and family. This delivery format will be explained in more detail during your orientation webinar.

One common unit, the First Aid competency, is to be sought from a local provider – RTO in your own locality, since it requires face-to-face, practical assessment (for example in learning CPR). Once you have obtained your 'Statement of Attainment' for First Aid, you can have it signed by a JP as a true copy of the original, and scan and email it to the AIAS for academic 'transfer of credit' and financial credit.

As has been explained to you by the course coordinator and in the AIAS Ayurveda Open Day Webinar these units are self-paced online learning units (some requiring face-to-face, in class assessments and some requirements and some requiring telephone or 'zoom' type interviews and assessments.

Ayurvedic Specialization Units

*Resource material for these units (5 x in total) are available through the Institute's E-learning portal, giving students the flexibility to design their week's study activities into their **own schedule of 18 hours study per week**. to create a balance between study, work, and family.*

This learning is supplemented by weekly webinars.

Weekly Webinars

Using the Internet, webinars create a virtual classroom at home on your computer. Even though you are in your own home, you still enjoy the benefits of interactions with your teacher and fellow students. You can see and hear your teacher in real time. Students

will require a good quality broadband connection to participate in these webinars (check with your internet service provider) with a good speaker system to listen to the webinar lectures.

Students will receive a reminder email prior to each webinar with a link and password to enable them to attend the webinar. However, the weekly webinar link and webinar recording will also be available on their e-learning portal.

Students are requested to never share the link with other students. If a student has not received the link, it would usually mean their fees of not being paid.

*Please do not share or distribute the details or your link or password for these webinars. **Students found sharing this information will be subject to disciplinary action.***

Students will also receive a set of lecture notes prior to each webinar. It is recommended that you pre-read these notes prior to the lecture. Any questions that arise from your study may be raised during the webinar. There are also some webinars specifically devoted to questions and answers, so students can focus on any areas requiring further clarification.

P.S. When logging into your e-learning portal, the best access is via Chrome browser. Students are recommended not to log in via smartphones.

Attendance Requirement - A minimum of 80% attendance at these webinars is required by students for the awarding of the qualification. However, if you are unable to attend a particular webinar it is your responsibility to inform the Institute's staff (aiasstudent@gmail.com) ASAP prior to the session, or if unwell, immediately thereafter. In such cases, you can watch the recorded lecture which will be uploaded on e-learning portal after every weekly webinar, and link only available for 14 days. It is essential that you watch the recording in the designated week of delivery so that you do not fall behind with your studies.

However, please be aware that sometimes, due to technical problems outside of our control, these recordings will not be available after 14 days. So, make sure to go through the recording within 14 days of the date it has been sent and take notes of it.

*During the section of the studies where you are delivering & practicing Ayurvedic assessments and treatments which also involve clinical case presentations online, you need to be present not just for your own case presentation, **but for all other students' case presentations, since these discussions and the whole class's involvement, are an essential part of your learning and assessment.***

Weekend Intensives

*Attendance at these weekend Intensives is **mandatory** for students for the awarding of the qualification.*

Please note that the class begins on Saturdays and Sundays, at 8.30 am and concludes at 6.00 pm on both Saturday and Sunday. It is extremely important that you plan your travels in a way that you attend the entire training. Please take your attendance seriously and ensure your presence in class until 6:00 pm on the Sunday. Therefore, we strongly suggest that you arrive the day before and leave the day after to get the best from the intensive.

You are not permitted to make audio or visual recordings of these teaching weekends. If you are caught making videos and taking pictures you will be notified by the staff present in the class and requested to delete the files.

In these weekend intensives and practicum, you will be assessed by an Ayurveda trainer in class for your skillset. If you miss attending them, you cannot be given competency in that unit. So, make sure to free up your calendar and make travel arrangements well in advance to avoid last-minute changes and problems. As these weekends are not recorded, it is your responsibility to contact another student in your class to cover the material presented.

Assignments Submission Procedure

As Dr. Ajit covers the content in each weekly webinars, assignments will be released on the e-learning portal accordingly. Each assignment will have an opening date and end date for submission. Details will be published as and when the units are released in the “Unit Assessment Plan”. The assignments must be submitted as per their given end date. (Check the assignment submission policy for more details on page number 15.

Students are guided to submit their assignments on time. If a student is not able to submit the assignments on time, the Institute has a support system to help the student (which is the assignment extension policy, to give more time to students to complete the assignments). AIAS also supports students by sending timely reminders to students.

If after multiple reminders, if a student’s work is not complete and extensions have not been applied, in such cases the student’s access to the e-learning portal and weekly the webinars will be restricted, and their ability to achieve the unit competency and complete the course will be impacted.

Communication is an important aspect, and we always encourage students to have open communication with the AIAS that helps us to understand their requirements and to further assist them.

Practicums

Two, mandatory, Practical training workshops are held at our Brisbane campus. These involve a 2 x day Weekend Intensive immediately followed by a 7 x day Practicum (making 9 x continuous days in total), which has been stated in the Course Prospectus, reinforced in the extensive telephone call all students have with a Course Coordinator, and also highlighted in the AIAS Ayurveda Open Day Webinar Recording. This practical training comes at a point in the study program where students have completed the necessary theoretical foundation subjects required to understand and perform these practical skills.

During these workshops, Dr. Ajit and the Teaching Team will demonstrate and supervise these techniques. Dr. Ajit will also monitor each student's progress and will be available to take any questions. The AIAS utilizes effective audio-visual and streaming technology so that even on days when Dr. Ajit is not present in person, he will still be present online, observing all student's progress in class, providing the students personal feedback, and in constant dialogue with very well qualified and experienced AIAS Training staff. Dr. Ajit takes a very personal interest in student learning outcomes.

*The Institute will provide an **Orientation Booklet** for these workshops that includes information on related travel, meals, and accommodation concerns. (At this stage of the course, many students elect to share costs and stay together, utilizing resources such as Airbnb). Students are required to read the orientation booklet thoroughly prior to attendance at the practical because specific details about the schedule and material required will be indicated in each practical orientation booklet.*

A 100% attendance is required by students for the awarding of the qualification. There is no possibility of attending these workshops at a later date since students will have fallen behind in their training and assessment requirements (which may then necessitate withdrawal from the current Intake and re-enrolment in another Intake, to complete their studies – which has been explained in the extensive telephone conversation with an AIAS Course Coordinator prior to enrolling and is also made clear in the AIAS Ayurveda open Day Webinar Recording).

Important Point: Non-attendance will result in you not being awarded your Diploma in your current Intake.

You are not permitted to make audio and/or visual recordings of these workshops.

NB: The cost of air travel, lodging, and meals for the practical training workshops at our Brisbane campus are not included in the course costs.

Requirements For Attendance

Delivery	Attendance Requirements	Restrictions
Online Live Webinar	<p>80% required.</p> <p>Failure to maintain this requirement can affect the student's progress and completion of the course</p>	<p>Sharing of links and webinar passwords is prohibited. Students found breaching this condition will be subject to the Institute's Disciplinary Procedure Audio and/or visual recordings are prohibited.</p> <p>Students not in attendance should notify Admin staff with the reason for their absence.</p>
Weekend Intensive	<p>100 % required.</p> <p>Failure to maintain this requirement can affect the student's progress and completion of the course</p>	<p>Audio and/or visual recordings are prohibited. Students found breaching this condition will be subject to the Institute's Disciplinary Procedure.</p>
Practicum Training Workshops	<p>100% required.</p> <p>Failure to maintain this requirement can affect the student's progress and completion of the course</p>	<p>Audio and/or visual recordings are prohibited. Students found breaching this condition will be subject to the Institute's Disciplinary Procedure.</p>
Case Study Presentation & Follow-up Case Study Presentation	<p>100% Required.</p> <p>Attending all the case study & follow-up case study presentation live webinars are compulsory and failure to maintain this requirement can affect the student's progress and completion of the course</p>	<p>Audio and/or visual recordings are prohibited. Students found breaching this condition will be subject to the Institute's Disciplinary Procedure.</p>

Please note that during face-to-face workshops, the AIAS staff may take photos in a class of students for purposes of review, records, marketing, and sharing student memories of the event via social media. Please notify staff if you are not comfortable having your picture taken in class.

**HLT52615- Diploma Ayurvedic Lifestyle Consultation Timetable March
2025 Intake**

<u>2025</u>	
Webinars	Wednesday evenings, commencing at 9:30 pm (New Zealand time) Weekly webinar from Wednesday 5 th March to Wednesday 10 th , December 2025 (Excluding semester breaks)
Weekend Intensives (Level 1, 121 Mains Rd Sunnybank QLD)	Saturday 3 rd May – Sunday 4 th May 2025 Saturday 2 nd August – Sunday 3 rd August 2025 Saturday 1 st November 2025- Sunday 2 nd November 2025 8:30 am- 6:00 pm
Practicum (Level 1, 121 Mains Rd Sunnybank QLD)	Monday, 3 rd November – 9 th November 2025 8:30 am- 6:00 pm
Semester Breaks	18 th April 2025 – 2 nd May 2025 28 th June 2025 – 13 th July 2025 20 th September 2025 – 5 th October 2025 13 th December 2025 – 30 th January 2026

<u>2026</u>	
Webinars	Wednesday evenings, commencing at 9:30 pm (New Zealand time) Weekly Webinar from Wednesday 4 th Feb to Wednesday 9 th December 2026 (Excluding semester breaks)
Weekend Intensives (Level 1, 121 Mains Rd Sunnybank QLD)	Saturday 21 st February – Sunday 22 nd February 2026 Saturday 25 th April – 26 th April 2026 8:30 am- 6:00 pm
Practicum (Level 1, 121 Mains Rd Sunnybank QLD)	Monday 27 th April - Sunday 3 rd May 2026 8:30 am- 6:00 pm

Semester Breaks	<p>3rd April 2026 - 19th April 2026</p> <p>27th June 2026 -12th July 2026</p> <p>19th September 2026 - 6th October 2026</p> <p>12th December 2026 -15th February 2027</p>
<u>2027</u>	
Webinars	<p>Wednesday evening, commencing at 9:30 pm (New Zealand time)</p> <p>Weekly from Wednesday 10th Feb to Wednesday 31st March 2027</p> <p>(Excluding semester breaks)</p>

This is an 18-month course delivery excluding all the Semester breaks and National Holidays.

NB: While AIAS does its utmost to stick to the dates given in the above schedule, sometimes, due to some unavoidable circumstances, they may need to be changed. AIAS reserves the right to change the dates of these workshops but will give at least 8 weeks' notice of any changes to avoid any unnecessary inconvenience to students.

Assessment

To be issued with a nationally recognized qualification under the Australian Qualifications Framework (AQF) students must be awarded a result of "competent" against all nationally endorsed Units of Competency comprising the qualification.

Assessments conducted against Units of Competency shall be judged under the following criteria:

CA = Competency achieved
 NYC = Not yet competent

Each unit contains several assignment questions that need to be completed to assess your competency. All assignments should conform to the following specifications:

- *They must contain a completed Assignment Cover Sheet.*
- *All spelling and punctuation should be checked for accuracy.*
- *Attention should be paid to accurate grammar and syntax.*
- *All pages must contain a footnote with the student's name, student number, module, and page numbers.*
- *They must be handed in on time or have permission for a late submission.*

Assignment Submission Policy

The purpose of doing assignments/projects is to assess the students on their learning to determine indeed if they are learning the skillsets required by the course. It is for teachers to assess the students to see if they understand the components of the subject like how students perform certain treatments, etc. It helps the trainer to share timely feedback on the student's assignment performance to ensure the knowledge and potential of the given unit of competency.

It is mostly designed to help students and enable teachers to support the students in their learning process.

Every student must complete their assignments individually and upload the videos on their learning portal. The videos related to performing treatments for assessments are not acceptable if done on other students. Assignments must be uploaded by students onto their own portal only (not onto other students' portals) or they will be marked as "not achieved".

Creating The Assessment

Every unit will have an Assessment Plan that will be shared in the Training Plan with students where Students must sign and submit the agreed training plan after enrolment in the course. Assessments are a part of VET training requirements that reflect the skills and performance criteria required to achieve competency.

Every assignment from the time it is opened will have a submission period of 8 weeks before it will be closed.

Opening Of The Assignments

Open Date - The open date means when the assignment will be available to students to start working.

Due date - the due date means the date by which students must submit the assignment.

Cut-off – the cut-off date means the assignment will be closed for submission and beyond the cut-off date students will not be able to submit the assignments and the assignment will be closed on the cut-off date and the time.

*** In almost all the assignments the cut-off date will be the same as the due date. All the assignments of a particular unit will be released together. However, will have different opening dates, and 8 weeks from the opening date students have to submit their assignments.*

Submission Of The Assignments:

Students must submit the assignments in the given timeframe to avoid any last-minute rush.

*If for some personal reason, the student is not able to submit the assignments in the given time frame, then the student can apply for Assignment extension. In this case, a student must fill out the **AIAS Assignment Extension Request Form**.*

The student will have to email Admin to obtain the “assignment extension form “and apply for Assignment extension.

If a student fails to submit the assignment, they risk being not gaining competency in the related unit.

Last Minute Submission:

AIAS advises students to avoid last-minute submission of assignments and dumping of numerous assignments in one go. In such cases, assessing your assignments will take more time than usual. If you submit your assignments last minute, please do not expect them to be marked or assessed the ahead of other students who are submitting on time. To avoid a delay in marking, we suggest you submit your assignments in a timely manner. Assignments must be submitted one by one, so the assessor can give feedback to students on their assignments and especially in bodywork assignments before performing the next assessment. Then, Students can make amendments if any suggestion has been advised to them by the assessor.

Practical Assessment

Each of the Ayurvedic competencies also has an assessment task to enable you to demonstrate your practical skills. This will involve performing therapeutic treatments and clinical diagnoses for a range of clients. These may be:

- *Clients you work with as part of your practical training workshops.*
- *Clients you see in the normal course of your employment if you are working in a clinical practice that offers the opportunity to function at the required level and skills (with the permission of your employer).*

- *Family and friends (with a limit of the same person not being used for more than 2 assessments/case studies).*
- *2 students cannot work as therapist on clients for the purpose of assessments.*
- *2 students cannot use the same client for the purpose of assessments.*

Before performing any treatment on a client, you must complete The Client Consent Form, supplied by the AIAS Student Admin, (which acknowledges the client's consent to treat them as a case study and provide treatments or consultation). Any case study assessments submitted without these forms will be returned as "Not Yet Competent."

You have a duty of care to your client to inform them that the treatment they are about to receive is for your training and you may not claim that you are a fully qualified practitioner in the therapy you are studying, even if you have qualifications in a similar therapy.

Closed Book Assessment

There will also be a closed-book assessment at each of the practical workshops at the Brisbane Campus, starting with the 2nd workshop in 1st-year studies.

Course Progression

A regular weekly commitment to study is essential in maintaining course progression. This includes both attendance at weekly live webinars (maintaining the minimum 80% required attendance level) and other online work, assignments, case studies, and projects as directed by the AIAS.

*Assignments must be managed in a timely manner and uploaded promptly in line with the expected due dates. While extenuating circumstances may be considered for the purposes of extension to the due dates, these extensions are limited and cannot be expected to be ongoing, and repeated, a maximum of **2 extensions per assignment will be permitted** only. Documentary evidence may be required to support the application for extension.*

*In cases where a student cannot meet a due date for an assessment, a request for extension must be made using the **AIAS Extension for Assessment Request Form** and sent to the AIAS Student Admin Team at least 48 hours prior notice to the assignment due date.*

Conditions Apply:

- 1) A maximum 2 extensions per assignment will be permitted: For the written assignments the per extension timeline will be 2 weeks, and for the practical assignments the per extension timeline will be of 4 weeks.
- 2) Please note a \$50.00 administration fee will be applied to each & every assignment extension requested. (Charges will be depends on the area of components & due dates of the particular assignment extensions requested).
- 3) Please note that for any practical assignments, an extension will be only granted if you have already completed 50% of the required work.

Components of the practical assignment: All 'Ayurvedic Bodywork' – Shirodhara, Abhyanga Massages, Kati Basti, Meditation, Pulse examination, Case studies under HLTAYV002 & HLTAYV004 and Cooking demonstration assignments.

- 4) If the assignment has not been submitted & uploaded according to the assignment extension due date, it suggests that the student is falling behind in their studies to the point that they cannot maintain progression & quality of work & may need to withdraw from the current intake & re-enrol in the future intake.
- 5) Students cannot submit all assignments in one go at the end date and assignments have to be completed & submitted as per the due dates provided.

If a student is unable to notify AIAS of their need for an assessment due date extension of at least 48 hrs prior notice to the due date, an exceptional circumstances request may be made later than the due date where the student can provide evidence of a significant crisis, family emergency, serious illness or injury. This request must arrive at the AIAS Student Admin Inbox (aiasstudent@gmail.com) within 7 x days of the due date, accompanied by a medical certificate.

Students must acknowledge that their failure to meet weekly course study requirements, attendance levels, assessment due dates, can mean that the student's ability to remain in the Intake may be in jeopardy, due to them falling behind and not being able to deliver the quality of work expected at certain stages of their study.

Students are expected to meet all the academic progression requirements for their education and training with the AIAS, to ensure that they are equipped to move successfully into the next area of knowledge and skills and maintain an integrity with the learning material.

This means you are required to:

- *Meet all your attendance obligations for each unit,*
- *Submit, and undertake all assessments on time, and*
- *Complete all the requirements for the unit within the prescribed study period. (in certain situations where due to serious personal circumstances, a student is provided with a special case assessment extension, that student must nevertheless demonstrate at least 50 percent completion of course components with each study period)*
- *Some units may have additional requirements, such as passing prerequisite units to allow standard progression to the next semester.*

AIAS Student Administration will advise you and assist with opportunities to be reassessed if you are found to be 'not yet competent' in a unit of competency. If you are required to repeat a failed unit there will be a cost to the student for each unit repeated. Students who do not submit 50 percent of required work in a study period will receive a warning letter which must be responded to promptly by the student concerned.

Students have the right to appeal through AIAS's formal appeal process or through an external appeals process.

What You Should Be Aware Of:

An Informal Intervention

If you are having difficulties in maintaining satisfactory course progression, you should be proactive and discuss the matter with your trainers.

- *Discuss the matter promptly with the AIAS Student Admin Team.*
- *Determine if there is a need to withdraw from your current intake and seek re-enrolment in another Intake, to complete your studies.*

AIAS is duty bound to monitor your course progression and notify you where you may be slipping behind. All students will receive regular reminders about course progression. This is done with all good intentions, so that students stay on top of their work. Course progression notifications are not meant to create more stress for students.

If the AIAS identifies you as being at risk of unsuccessful academic progression, the AIAS will discuss with you your options to improve your performance. You will be identified as being at risk in cases of:

- *Failure to submit assessment tasks,*
- *Unsuccessful completion of assessment tasks,*
- *Failure to participate in required course activities, including online learning,*
- *Non-attendance,*
- *Not successfully completing at least 50% of the course requirements within a particular study period i.e. the semester or term, depending on the units of competency assessments date requirements.*

Formal Intervention

If you continue to demonstrate unsuccessful academic progression, the AIAS will introduce more formal intervention strategies, including:

- *A formal meeting between AIAS Student Administration services and yourself,*
- *A Student Intervention Plan, where appropriate and where possible, detailing how academic progression might be managed through these formal intervention strategies.*

Recognition For Existing Qualifications For Competencies

Under the Mutual Recognition regulations, you can gain immediate credit for Units of Competency completed through another Registered Training Organization (RTO) on the production of the original Qualification or Statement of Attainment. This is known as a Transfer of Credit (T.O.C). The course code on your previous Statement of Attainment should correspond to the course code in the HLT52615 Diploma Ayurveda that you are seeking T.O.C for. T.O.C may then award you academic and financial credits.

These documents should bear one of these statements:

- *This Statement of Attainment is recognized within the Australian Qualifications Framework*
- *The Qualification certified herein is recognized within the Australian Qualifications Framework*

If you supply the evidence of this through a photocopy of the original, the photocopy must be notarized as a true and exact copy, of the original, by a Justice of the Peace.

Recognition Of Prior Learning (RPL)

Learners may be eligible for recognition of existing knowledge and skills through the RPL process if they have completed any courses, work experience or clinical practice which is equivalent to the knowledge and performance criteria in any of the competencies in these courses.

It is the learner's responsibility to identify which competencies match their study or work experience. Information on the performance criteria and skills required for each competency can be found at: <http://training.gov.au/Training/>.

Once the relevant competency is identified, the learner is required to provide specific evidence that may demonstrate their experience, skills, and knowledge in that area. That may be submitted in various forms e.g., video, practical demonstration, interview, written details from an employer/supervisor or qualified witness.

On receipt of the learner's RPL application, the Institute will assess the evidence, mapping it against the performance criteria and knowledge and skills requirement of the competency. Because this involves both extensive assessment and administration costs, the Institute charges 95% of the cost of the specific competency (paid up front) after enrolling in the program, to process an RPL application.

Should the assessor consider the evidence to be satisfactory, the learner will receive academic credit for the competency. However, if the assessor considers the knowledge and experience insufficient, the learner will be required to complete the full competency as part of their study program.

The assessor may also identify 'gaps' in the learner's evidence, considering them 'partially competent.' In such cases, the Institute can offer the learner a personalized training program to 'bridge' the gap in their learning. Such personalized training plans are charged at full cost recovery (\$150.00 per hour to prepare, deliver & assess).

Further information on the RPL process, including the RPL application form, can be obtained through the AIAS Student Admin. An initial RPL Self-Assessment Kit can be supplied to prospective students prior to enrollment, for the applicant to judge their suitability for applying for RPL. The RPL Self-Assessment Kit is available at no charge.

Requests for RPL need to be made in the first 1 x month of enrolment in the HLT52615 Diploma of Ayurveda.

External Support Services

While the Institute makes every effort to support its students, there are some issues best dealt with by professionals. Below is a list of external support agency to assist you.

Counselling/Personal Support

- Lifeline - 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- Men's Line Australia - (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) — 1800 551 800.

Mental Health Websites

- www.mindhealthconnect.org.au:
Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.
- Beyondblue.org.au:
Beyond Blue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life stage, to seek help.
- Anxietyonline.org.au:
Anxiety Online provides information, assessment, referral, and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder, and Post-Traumatic Stress Disorder.
- Headspace.org.au:
Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

- *Reachout.com:*
ReachOut.com is Australia 's leading online youth mental health service. It's a perfect place to start if not sure where to look. It has information on everything from finding motivation, through to getting through tough times.
- *Jeanhailes.org. au:*
Jean Haile's vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives.

Rules and Regulations: Access And Equity Policy

POLICY

The Institute shall meet the needs of individuals and the community through the integration of access and equity guidelines into every phase of business and training conducted within, and on behalf of, the enterprise.

Equity principles shall be applied through the fair and appropriate allocation of resources. All current and prospective clients, students, training alliance partners, and staff have the right to equality of opportunity without discrimination.

The Institute shall increase opportunities for people to participate in the vocational education and training system through the implementation of flexible learning strategies. It shall actively engage the individual in making all associated decisions that affect their lives.

The Institute shall implement student-centered programs and address the specific needs of its targeted market segments in planning all business and training strategies. This shall include actively seeking feedback from all clients, students, and stakeholders to improve general access to our training programs and to enhance equity in the provision of all services.

PRINCIPLES

The Institute has a policy of fostering the success of the individual and improving general access to training. Therefore, it shall assist the individual to attain his/her goals by all legitimate and reasonable means available: such as flexible learning strategies, alternative assessment options, and Recognition of Prior Learning. All such strategies shall comply with the requirements set by industry or nationally recognized standards.

Nationally recognized qualifications and all other training programs offered by the Institute shall contain no implicit limitations based on language, ethnicity, age, gender, sexual preference, ability, or disability, social or religious background. Where bias exists in any training program for a legitimate cultural reason, this bias shall be made clear to all prospective students who shall retain the right to negotiate a training program which addresses their specific needs. If this is not possible, due to restrictions on resources, or due to the limitations of expertise within the enterprise, the student shall be referred to enterprises and organizations which are better able to meet their specific needs. Additional course costs may come into effect in this case.

The Institute requires that all students and staff display the utmost respect for the belief systems, world views, cultural values, and rights of the individual or group. Any student who undertakes a program that includes legitimate and specific cultural, belief system, or other biases shall not be discriminated against or penalized for offering alternative world views. In all such cases, the student shall be encouraged to share their individual beliefs and value systems for the benefit of all.

The Institute shall justify the necessity for any explicit limitation to access, participation, entry points, exit points or pathways through qualifications and training programs. Such limitations shall be based solely on industry or nationally recognized standards or on the attainment of set pre-requisites for any qualification and/or Unit of Competency. This limitation shall reasonably include all industry regulations regarding the profile of the individual based on occupational health and safety or other legitimate grounds. In all cases, the individual has the right to review and appeal through industry advisory bodies and under consumer rights and shall be supported by the Institute in the exercise of such rights.

In the context of access and equity it is vital that we improve the participation of the following under-represented groups in the Institute's Vocational Educational and Training programs:

- *Women*
- *Aboriginal and Torres Strait Islander Persons*
- *People from non-English speaking backgrounds*
- *People with a disability: physical, intellectual, or learning, except as it might pose a workplace health and safety risk to themselves, to clients or fellow.*
- *Rural and regionally isolated communities*
- *People in Transition and other special groups (i.e., people re-entering the workforce, people who have been displaced through industry and enterprise restructuring, people with literacy and numeracy needs, the long-term unemployed, and those who have been institutionalized).*
- *Australian South Sea Islander people*
- *People in custody or detention centers*

- *Older people*

Access and Equity is about abolishing barriers and opening opportunities to the under-represented groups stated above. In all cases, student selection is limited only by the ability of the individual to successfully complete the requirements of the course, given suitable learning or other support, not the nature of their sociological or cultural background. The only other determinant for entry into courses shall be the pre-requisites set for all Units of Competency comprising the Training Product.

Access and Equity principles underpin and inform other Institute policies and practices relating to student enrolments and course implementation.

PROCEDURES UNDER THIS POLICY:

- 1) *References to the Access and Equity policy shall be made in the following documents:*
 - *Student Manual*
 - *Trainer's Manual*
- 2) *The implementation of this policy shall be as outlined in the Guidelines for implementing Access and equity policies (STU-DOC-003)*
- 3) *Copies of the Access and Equity policy shall be given to students with their Student Manuals.*
- 4) *Copies of the Access and Equity policy shall also be made available to students on request.*

Affirmative Action Policy

POLICY

The Institute recognizes the right of all employees, trainers, students, and trainees to work in an environment that meets all the provisions contained in the relevant Equal Opportunity and Equal Employment opportunity legislation which applies in all States and Territories in which the Institute delivers training.

The Institute also recognizes the need to adhere to all regulations and guidelines supporting the rights of designated disadvantaged groups to employment and training which will help them address access and equity issues.

This will necessarily encompass employing affirmative action strategies specifically targeted in Affirmative Action, EO and EEO legislation and guidelines, including support for both men and women seeking entry into employment and training in non-traditional roles.

PRINCIPLES

All matters pertaining to access and equity in service provision shall be in accordance with all relevant regulations and specifically as outlined above.

The Institute adheres to its responsibilities under EO and EEO legislation and regulations and it is a condition of employment that trainers understand and can implement the provisions of all relevant legislation.

The Institute shall seek out areas of government policy directives and actively seek funding or other support to promote training which addresses areas of community or industry need.

PROCEDURES UNDER THIS POLICY:

1) Staff shall regularly review State and Commonwealth policy directions to develop strategic plans for implementing training which shall specifically address identified areas of need for specific groups.

2) Training programs and qualifications which can be implemented to redress imbalances in training provision shall be actively promoted through selected media and community groups.

All advertising and publicity materials designed for affirmative action strategies is to be checked for compliance with EO and EEO legislation and guidelines and must be authorized by the Director before placement or distribution.

As part of their induction program, each trainer and student will be made aware of the relevant EO and EEO legislation and the provisions contained within and attest to this by signing the appropriate induction checklist.

Anti-Discrimination Policy

POLICY

The Institute has a policy of supporting the rights of all staff, students, clients and visitors to fair and equitable treatment and respect for individual cultural and religious beliefs.

All the affairs and training activities of the organization shall be conducted in a non-discriminatory language and in a non-discriminatory manner.

PRINCIPLES

The Institute, as a supporter of Anti-discrimination legislation, enforces that in the selection of, and participation in, an accredited training program, no student or trainee shall be discriminated against on the grounds of:

- *Age*
- *Gender*
- *Sexual preference*
- *Race or language*
- *Disability*
- *Religious orientation*
- *Educational, mental, or physical ability*
- *Cultural beliefs*
- *Socio-economic status*

PROCEDURES UNDER THIS POLICY:

- 1) *As part of their induction program, each trainer and student will be made aware of the relevant Anti-discrimination legislation and the provisions contained within.*
- 2) *Each trainer and student shall, on completion of the induction program, sign the induction checklist form to attest that they understand the Institute's policy and procedures with respect to the relevant Commonwealth and State legislation in the training environment.*
- 3) *Copies of all Institute policies and procedures which address anti-discrimination shall be disseminated to staff and students in their respective handbooks.*

Grievance And Appeals Policy: Academic POLICY

The Institute endeavors to deal with complaints and appeals as soon as they emerge. All substantiated complaints and appeals are to be treated fairly and equitably, with the viewpoints of all parties being supported by an independent observer in all meetings and resolution negotiations.

The Institute fully supports the rights of students to make any just appeal to appropriate authorities within the Institute at no cost to the appellant. The Institute also fully supports the rights of students to make any just appeal to appropriate authorities external to the Institute and shall provide information to the appellant to facilitate this process. Any dispute related to study or teaching must be raised within the territory of Queensland.

*The Institute fully supports the right of the student to seek legal redress of any dispute or complaint not able to be resolved by direct negotiation or through referral to external mediation processes.
No student shall be penalized, or otherwise discriminated against because they are exercising this right.*

PROCEDURE

- 2.1 Complainants have the right to appeal decisions that they consider to be unfavorable and/or unreasonable in relation to:*
- Academic misconduct*
 - Academic progress*
 - Eligibility to receive an award.*
 - Learning materials and facilities*
 - Assessment and grades*
- 2.2 In the first instance, complaints should be discussed informally with the person/s involved. However, if this is impracticable, complainants may lodge a written complaint with the AIAS Student Admin.*
- 2.3 A decision will be made within 15 business days and communicated to the complainant in writing within 5 business days of the decision, including full details of the reasons for the outcome.*
- 2.4 If this does not resolve the complaint, complainants may submit their appeal in writing by completing a 'Grievance and Appeal Form' for consideration by the Director.*
- 2.5 Complainants must outline the decision and reasons for the appeal, including any compassionate or compelling circumstances, and may provide documentary evidence in support of their appeal. Appeals must be received within 10 business days of receiving notification of the original decision.*
- 2.6 The Director will review the application within 15 business days of receipt of the appeal. The Director will provide the complainant with a written statement including details of the reasons for the outcome, and any actions to be undertaken within 5 business days of the decision being made.*
- 2.7 Any dispute related to study or teaching must be raised within the territory of Queensland. A complainant who is not satisfied with the result of the internal appeals process, has the right to pursue the external appeal processes through the South Queensland Dispute resolution Centre:
<http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/dispute-resolution-centres/view/?title=South+Queensland+Dispute+Resolution+Centre>*

- 2.8 *Complainants who wish to exercise their right to have their case heard by an external body must notify the Institute Director within 5 business days of receiving written notification of the outcome of the internal appeals process.*
- 2.9 *Any decisions made by the external appeals process will be actioned by the Director within 30 days of their receipt.*
- 2.10 *Records of all Grievances and Appeals must be kept and be accessible to all interested parties for a period of 5 years. Such records will remain confidential. Parties to the complaint will be allowed supervised access to these records.*
- 2.11 *The complainant and/or respondent have the right to be accompanied and assisted by a support person in every relevant meeting they attend. A complainant has the opportunity to formally present their case at no cost.*
- 2.12 *This Policy and Procedure will be made available to students and persons seeking to enroll with The Institute through publication in the Student Handbook and on the website.*

Grievance And Appeals Policy: Non-Academic

POLICY

The Institute endeavors to deal with complaints and appeals as soon as they emerge. All substantiated complaints and appeals are to be treated fairly and equitably, with the viewpoints of all parties being supported by an independent observer in all meetings and resolution negotiations.

The Institute fully supports the rights of students and those seeking enrolment with the Institute to make any just appeal to appropriate authorities within the Institute at no cost to the appellant. The Institute also fully supports the rights of students and those seeking enrolment with the Institute to make any just appeal to appropriate authorities external to the Institute and shall provide information to the appellant to facilitate this process.

The Institute fully supports the rights of students and those seeking enrolment with the Institute to seek legal redress of any dispute or complaint not able to be resolved by direct negotiation or through referral to external mediation processes.

No student or person seeking enrolment with the Institute shall be penalized, or otherwise discriminated against because they are exercising this right.

PROCEDURE

- 2.13 *Complainants have the right to appeal decisions that they consider to be unfavorable and/or unreasonable in relation to:*
- *behavioral misconduct.*

- *non-payment of fees.*
 - *matters related to a person's application to enroll in a VET course of study at the Institute.*
 - *matters related to privacy principles and the management of personal information.*
- 2.14 *In the first instance, complaints should be discussed informally with the person/s involved. However, if this is impracticable, complainants may lodge a written complaint with the Program Manager.*
- 2.15 *A decision will be made within 15 business days and communicated to the complainant in writing within 5 business days of the decision, including full details of the reasons for the outcome.*
- 2.16 *If this does not resolve the complaint, complainants may submit their appeal in writing by completing a 'Grievance and Appeal Form' for consideration by the Director.*
- 2.17 *Complainants must outline the decision and reasons for the appeal, including any compassionate or compelling circumstances, and may provide documentary evidence in support of their appeal. Appeals must be received within 10 business days of receiving notification of the original decision.*
- 2.18 *The Director will review the application within 15 business days of receipt of the appeal. The Director will provide the complainant with a written statement including details of the reasons for the outcome, and any actions to be undertaken within 5 business days of the decision being made.*
- 2.19 *Any dispute related to study or teaching must be raised within the territory of Queensland. A complainant who is not satisfied with the result of the internal appeals process, has the right to pursue the external appeal processes through the South Queensland Dispute resolution Centre: <http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/dispute-resolution-centres/view/?title=South+Queensland+Dispute+Resolution+Centre>*
- 2.20 *Complainants who wish to exercise their right to have their case heard by an external body must notify the Institute Director within 5 business days of receiving written notification of the outcome of the internal appeals process.*
- 2.21 *Any agreements reached because of the dispute's resolution will be implemented by the Director within 30 days of their receipt.*
- 2.22 *Records of all Grievances and Appeals must be kept and be accessible to all interested parties for a period of 5 years. Such records will remain*

confidential. Parties to the complaint will be allowed supervised access to these records.

2.23 The complainant and/or respondent has the right to be accompanied and assisted by a support person in every relevant meeting they attend. A complainant has the opportunity to formally present their case at no cost.

2.24 A complainant will not be victimized or discriminated against at any stage of the process outlined in this procedure.

2.25 This Policy and Procedure will be made available to students and persons seeking to enroll with The Institute through publication in the Student Handbook and on the website.

Institute Code of Practice

Marketing of Service

The Institute undertakes to market educational services with integrity, accuracy, and professionalism. The marketing activities will not detract from the reputation and interests of other training providers.

Recognition of AQF qualifications issued by other RTOs.

The Institute shall recognize all qualifications and Statements of Attainments, which are nationally recognized under the Australian Qualifications Framework. The Units of Competency within these statements that are held in common with Units in Institute courses and training programs shall be given full and immediate credit transfer.

Provision of Information

The attention of students and prospective students will be drawn to the existence of the Code of Practice prior to the commencement of each course. The Institute will also provide accurate information about costs of training, the time commitment involved in undertaking training, the requirements to complete the course and the recognition that the training has in terms of employment and further education or training.

Student selection

Recruitment of students will be conducted at all times in an ethical and responsible manner.

The Institute will ensure that the general educational attainments of applicants at the time of application are compatible with their aspirations, the instruction offered by the trainer and the level(s) of study for which enrolment is proposed.

Contractual Arrangements on Enrolment

On enrolment, a contract is entered into between the student and the Institute who will make every reasonable effort to ensure that applicants are clear about their rights and obligations in respect of their courses of study, costs, payment arrangements (including refund conditions where applicable) and other matters that place obligations on them as students.

Educational Standards

The Institute will maintain high professional standards in the teaching methods used, including the means of assessing student achievement and in the supporting materials and equipment available to students. In addition, the staff of the Institute will be required to model the appropriate standards of personal and professional behavior, dress code, grooming, occupational health and safety, ethics, and interpersonal skills as set by industry standards.

Support Services

The Institute will provide adequate protection for the health, safety, and welfare of students and, without limiting the ordinary meaning of such expression, will include adequate and appropriate support services in terms of academic and personal counselling and orientation. Language literacy and numeracy support services are to be provided and information regarding assistance with LLN and learning difficulties is to be made known to students prior to enrolment.

Complaints Mechanism

Every effort will be made by the Institute to solve student grievances internally. To this end, a member of staff will be identified to students as the reference person for such matters. In addition, the grievance mechanism as a whole is to be made known to students at the time of enrolment. Students will be advised of their right to make their case without fear of reprisal and given information on their legal right to access external moderation services and legal avenues. Any dispute related to study or teaching must be raised within the territory of Queensland.

Appeals mechanism.

Students have the right to appeal any assessment or Recognition of Prior Learning assessments, which they feel have been unfairly applied. The Institute operates under Grievance and Appeal Policies and Procedures, which are publicized to students at enrolment and covered in staff and student induction programs. Students will be advised of their legal right to access the Office of Fair Trading and under common law as relevant.

Financial Guarantees

The Institute will make adequate arrangements to safeguard student funds, particularly with respect to advanced payments for courses or related matters for which students

have contracted. This will provide for reimbursements in the event of cancellation of the course, the whole or part of the Institute being involved in financial failure and/or successful actions being brought against the Institute from breach of the contractual agreement entered into pursuant to the Contractual Arrangements on Enrolment section of this Code. This arrangement will protect the student, or his/her guardian, from bearing financial loss in the event of said events.

Refund Policy

The Institute has a well-publicized refund policy which recognizes the rights and obligations of both students and the Institute. The Institute undertakes not to limit their liability to make refunds by excluding, modifying, or restricting in any way the rights and remedies available to students under this Code of Practice, the Trade Practices Act, 1974 and the Fair-Trading Act, 1987, and any other State and Federal Act which applies to student and consumer rights.

Freedom of Information:

The student has the right to obtain access to personal and course information as retained in our records under the Policies and Procedures of the Institute and under law. The Institute undertakes to keep all such information in Confidence and no records or student information will be released, discussed, or shown to a third party or outside organization without the written consent of the student concerned.

Teaching Clinic Code of Practice

The Institute operates and maintains an industry-standard teaching clinic, which is governed by its own Code of Practice. The Institute also requires the principal and staff to be members of the appropriate professional associations and to abide by the Codes of Practice of those bodies.

Compliance with AQTF (Australian Quality Training Framework) standards

The Institute undertakes employing all required Risk Management strategies to ensure compliance with the standards to ensure the quality of training outcomes for all students. As required by these standards, the Institute will keep adequate records of the achievement of students and student financial records that fully reflect all payments and charges, and balances due.

Privacy Policy

POLICY

The Institute shall conform to the requirements of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Privacy Regulations 2013.

Any information that an individual provides to the Institute may be shared with the Commonwealth, State Governments and designated bodies only as required by legislation, including the Data Provision Requirements of the VET Quality Framework.

PROCEDURE

- 1. The Institute may disclose personal information for statistical, regulatory, and research purposes to third parties, including:*
 - *Employer – if you are enrolled in training paid by your employer.*
 - *Commonwealth and State or Territory government departments and authorized agencies.*
 - *NCVER*
 - *Organizations conducting student surveys; and*
 - *Researchers.*
- 2. The Institute will not disclose a student's personal information to an individual or an organization other than as required by legislation unless:*
 - *written consent has been provided by the student to disclose personal information to another person.*
 - *The Institute believes there are reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual or of another person.*
 - *The disclosure is reasonably necessary for the enforcement of the criminal law or of the law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue.*
- 3. AIAS reserves the right to use all training workshop photographs for further promotion of courses to the wider community and prospective students. If students do not wish to have their photo taken during class, they will need to advise AIAS staff. There is signage on site, in the classroom, to this effect.*
- 4. On request, the Institute must provide to Centrelink personal information regarding students that are enrolled in Centrelink student payment approved courses. This includes evidence of enrolment, attendance, and course progression.*
- 5. The Institute is required to keep information regarding qualifications gained by students for a period of 30 years. This information is to re-issue the original qualification(s) or Statement of Attainment.*
- 6. All hard copy information on individual students or staff files are stored under locked access. Electronic data is held via password-protected computer access with*

restricted access.

- 7. Students are entitled to access their student record on request. Requests by students to access their records are to be dealt with quickly and are at no charge. These files remain the property of the Institute and may not be removed from the premises. Students are permitted to take notes on information appearing on their record.*
- 8. Complaints in regard to the privacy of personal information must be received in writing to the Director. Such complaints will be dealt with under the Institute's Appeal policy and procedure.*
- 9. All information is securely disposed of when no longer required (see Student Record Management Policy).*

Refund Policy

POLICY

The Australasian Institute of Ayurvedic Studies ("The Institute") acknowledges that students may seek refund of monies for study and will ensure all refunds are assessed in a fair and equitable manner for eligible parties, through established procedures, in line with ASQA guidelines.

PROCEDURE

- 1. Should the Institute cancel any course before implementation, participants are entitled to a full refund or transfer of funds to a future course.*
- 2. If a learner withdraws from the course more than 4 weeks before the date of course commencement (i.e., the date of the first scheduled lecture or the receipt of any unit of competency provided by the AIAS), any paid tuition fees will be refunded in full.*
- 3. If the learner withdraws less than 4 weeks before course commencement, any paid tuition fees will be refunded in full, less **\$500.00 (Admin Fee)**.*
- 4. No refunds are available from the 15th working day of the course commencement.*
- 5. If the learner withdraws once the course has commenced (i.e., the date of the first scheduled lecture, or if they have enrolled early, the date that they receive their first course module whether (ayurvedic) 'Specialisation Unit' or 'Common Unit'), requests for withdrawals must be in writing and received within 14 working days of course commencement. Any paid tuition fees will be refunded in full, less **(Admin Fee) \$500.00**.*
- 6. The date of your course commencement is the date on which your first webinar begins, or the date on which you receive course material related to any of competency (In the case where some students may have enrolled early and elected to begin their studies early, through 'common unit competencies').*
- 7. The Course Enrolment fee is non-refundable and non-transferable.**
- 8. Students at the Institute who wish to withdraw from a unit of study or course of study must do so in writing to the AIAS Student Admin.*

9. *Prospective students shall be advised of this policy and procedure prior to enrolment through the Institute's Prospectus and at time of enrolment through the Institute's Induction Manual. A copy of this Policy shall also be posted to the Institute's website.*

No refunds are available from the 15th day of the course commencement. No refunds will be made where learners are asked to leave because of misconduct or poor attendance or where learners have provided false, inaccurate, or misleading information.

All disputes on refunds shall be addressed by application of the Institute's Appeal Policy and Procedures.

Any dispute related to study or teaching must be raised within the territory of Queensland.

Please ensure that you can commit to the whole course before applying.

We do not provide refunds or exchanges if you have changed your mind or made the wrong choice.

Sexual Harassment Policy

POLICY

The Institute has a policy of supporting the rights of all staff, students, client and visitors to fair and equitable treatment and respect. To this end, the Institute acknowledges the rights of all students, staff, clients, and visitors to enjoy the services of this school without harassment, deliberate or implied which impinges upon the personal sensitivities or sexual preferences of the individual.

All staff members, students, clients, and visitors have the right to make proper complaint on any conduct, implicit or implied that impinges upon their personal sensitivities or sexual preferences. The foremost of these rights is protection from unwanted and unwarranted sexual harassment.

PRINCIPLES

Sexual harassment includes, but is not limited to:

(a) Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual overtones or with the purpose of soliciting compliance with sexual demands.

This includes:

- *Suggestive or obscene letters, notes, invitations, and jokes.*

- *Invitations to participate in viewing pictorial matter, posters, web sites, cartoons, or magazines.*
 - *Display of obscene, suggestive, or sexually demeaning images and posters*
 - *Derogatory and sexually implicit or demeaning comments, slurs, jokes, and stories*
 - *Body language and gestures that imply sexual dominance or invite sexual notice, including prolonged staring or eye contact.*
 - *Physical and tactile means of attracting attention including overt and covert touching, blocking or imprisoning movements.*
 - *The use of 'improper touch' during the provision of tactile therapy services*
 - *Whistles and other non-verbal means of communication.*
 - *Requests to another to disrobe or to view normally covered sections of the anatomy.*
- (b) Continuing to express sexual interest after being informed that the interest is unwelcome (Reciprocal and willing attraction is not considered harassment).*
- (c) Making reprisals, or threats of reprisals, or implying threats of reprisals after receiving a negative response to overt or implied sexual advances.*
- (d) Using sex and sexual harassment to imply withholding of support for satisfactory completion of studies or suggesting that poor reports and results will be given if reciprocation is not forthcoming.*
- (e) Using sex and sexual harassment as a weapon of reprisal for other relational issues between the two parties.*
- (f) Using sexual advances as a weapon to gain unfair and unwarranted preferential treatment in studies.*
- (g) Engaging in implicit or explicit coercive sexual behaviour as a means of control, or influence impinging upon the career prospects, study outcomes or work environment of staff and/or fellow students.*
- (h) Offering favours or benefits, including preferential treatment, favourable study outcomes, recommendations, and or financial inducements in exchange for sexual favours.*

PROCEDURES UNDER THIS POLICY

- 1) Each student shall be made aware of this sexual harassment policy as part of their induction program.*
- 2) This policy shall be applied to all functions of the College's administration, training delivery and assessment.*

- 3) *Each student shall, on completion of the induction program, sign the induction checklist form to attest that they understand the Institute's policy and procedures with respect to sexual harassment.*
- 4) *Copies of the policy shall be included in induction manuals and student information.*
- 5) *Any student found to have acted in violation of the above policy shall be subject to the relevant disciplinary process: including warnings, suspensions, reprimands, and expulsion (as appropriate to the nature and severity of the offence).*
- 6) *All such complaints, whether made to trainers, staff members or fellow students, shall be brought to the attention of the Principal and/or Director of Studies so that the nature of the complaint can be determined and the appropriate grievance procedures can be implemented.*
- 7) *All complaints of sexual harassment will be dealt with confidentially and in a timely manner with due consideration for the facts of the case and the rights and responsibilities of all parties. The relevant State Equal Opportunity Commission or other external agency may also be consulted in the resolution of the complaint.*
- 8) *Any student may request to see a counsellor or have a counsellor present at all interviews if they are unduly distressed as the result of the sexual harassment or the process of redress of the complaint.*

Student's Code Of Conduct

Punctuality: *Please respect our request for punctuality. We request that you arrive in time for class at least 10 minutes before the class begins. Keep in mind that at weekends public transport times change so be aware when using train/bus timetables.*

Dress: *All clothing must be modest, neat, clean, and comfortable. Closed non-slip shoes are required for all practical workshops in the interests of safety.*

Behaviour: *You will be expected to be a role model, at all times, the professional behavior and lifestyle ethos presented in this course. You are required to behave in a responsible manner at all times and to display respectful, tolerant, and non-discriminatory attitudes toward all fellow students, staff, and clients.*

Valuables: We cannot accept any responsibility for personal or valuable items. It is advisable to keep all purses, wallets, and bags under your personal supervision at all times.

Telephone: No calls will be taken on your behalf, other than genuinely urgent messages (family emergencies, etc.) No calls must be made to or from the training area and all mobile phones must be switched off or on silent during training sessions. If you need to make or take a call, please leave the training area.

Recordings: No personal audio or video recording or photographing whether by phone or any other device is permitted in class.

Visitors: No visitors are allowed in the training area. If, for reason of emergency contact, any person needs to speak with you, they should call the office and arrange for you to meet them in reception.

Food: No eating is allowed in the classrooms during study periods. No meat is to be prepared or consumed on the premises.

Drugs: No alcohol is allowed on any premises at any time. Students who attend classes under the influence of alcohol or drugs will be withdrawn and disciplined.

Smoking: No smoking is allowed in the training area or in any facility owned or leased by AIAS for study or administrative purposes.

Housekeeping: All students are expected to make sure that the area they leave is as clean and tidy as when they entered. Remove all rubbish and place it in the appropriate bins. Put chairs and tables back and clean off the whiteboards. Clean up after yourself in the refreshment area. If you find any common area or toilet in poor condition, please notify the staff.

WHS: Never hurry through the building. Please take care when crossing any floors that have recently been cleaned. Spills can be dangerous, especially with the high use of hot oils, so clean up after them and rectify any non-dangerous hazards. Report any major hazards that you see, including trailing cords or frayed, loose, and damaged electrical connections or equipment. Observe all industry Codes of Practice relating to the prevention of cross-infection, handling and disposal of body and chemical wastes, chemical and body substance spills, and back care.

Student Induction Checklist

Declaration

I acknowledge the receipt of my student manual and declare that I have read and understood the following:

Time Frame for Completion	What Does My Course Fee Include
Assessment Requirements.	AIAS Course Installment Payment Plan
Course Deferment Policy	Institute's Policies & Procedures

Access and Equity Policy	Refund Policy
Affirmative Action Policy	Sexual Harassment Policy
Anti-Discrimination Policy	Student Code of Conduct
Grievance and Appeals Policy	Course Progression Policy
Privacy Policy	Assessments – Submissions, Practical and Closed Book Assessments
Disciplinary Actions	Course Extensions
Workplace Health and Safety	Assignment Policy
Course Commencement	Intellectual Property

I declare that I have watched the AIAS Ayurveda Open Day Webinar recording, read and understood the Course Prospectus, structure and delivery and hence make the informed decision to join the course, including:

- *Understanding training is provided by Dr Ajit B.A.M.S and other members of the AIAS teaching team.*
- **A commitment to maintaining 18 hours of study per week.**

Further, I understand the dates of the practical training workshops are subject to change, but I will receive at least eight (8) weeks' notice of any change to this timetable. I also understand that 100% attendance is required for these workshops and failure to maintain this requirement can affect my ability to complete the course.

I declare that I have no such physical, mental, or emotional health issues that can hamper me joining and learning this course. I recognise (having spoken with the course coordinator, watched the AIAS Ayurveda Open Day Webinar and read through the course Prospectus and other supplied material) that this study requires mental focus and physical application of therapies and I feel confident that I can meet the course requirements and have no physical, mental or emotional health issues that would hinder my application to and progress through the studies.

I also agree to notify the Institute's Administration of any changes to my contact details, using the "Change of details" form (found at the rear of this manual).

I have taken into consideration the proposed terms of payment by installments and feel comfortable that I can meet the payment terms. (NB: Please ensure you have read the Institute's Refund Policy before making your selection). Note that there is no option for alternative payment plans.

Student Name: _____

Email: _____

Student's Signature: _____

Date: _____

Please Send this Induction Form to: aiasayurveda@gmail.com

Change Of Contact Details

<i>Surname:</i>	
<i>Given Name(s):</i>	
<i>Student Number:</i>	

Please update the following information on my student record:

<i>Residential Address:</i>					
<i>Suburb:</i>		<i>State:</i>		<i>Postcode:</i>	

<i>Postal Address:</i>					
<i>Suburb:</i>		<i>State:</i>		<i>Postcode:</i>	

<i>Telephone:</i>					
<i>Mobile:</i>					
<i>E-mail:</i>					
<i>Emergency Contact:</i>	Name:			Phone:	

Please send an **Email to:** aiasstudent@gmail.com during your studies if your contact details change at any point.

<i>AIAS Office Use Only</i>			
<i>Date Received</i>		<i>Signed</i>	
<i>Date Processed</i>		<i>Signed</i>	

Please Send this Change of Contact Details Form to: aiasstudent@gmail.com

