

College of Neuro-Training
Student Handbook 2018



Student Handbook

2018

Adelaide | Lilydale | Warragul | Perth | South West WA | Cammeray (NT only) |
Southern Highlands | Lilydale-Admin

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Welcome

Welcome to the College of Neuro-Training. The College of Neuro-Training is a vocational training organisation committed to providing high quality professional training designed to inspire passion in the quest for knowledge and understanding of our selves.

Our courses are designed to encourage the exploration of self and create wonder in the “who, what, why and how” of the human experience.

Prepare to be amazed at the synchronicity of your experience as you embark on a journey that gives you a solid in-depth understanding of who we are.

This Handbook

This booklet contains information about our company, our ethos, our training and our obligations under the Australian Quality Training Framework (AQTF). It is designed to answer any questions you may have about the nationally accredited training as well as dealing with the administrative aspects of the delivery of the training. It also explains our training environment and your obligations as a student.

We hope we have anticipated most of your queries about our courses in the pages that follow, but if there is anything more you need to know, please contact us.

What is Neuro-Training and Kinesiology?

Neuro-Training is a new way of experiencing the integration of many modalities that have existed for decades or even centuries, including the modality of Kinesiology. It is a client oriented, solution focussed synthesis that integrates the use of alternative modalities, self-development experiences, learning enhancement programs and other personal development skills.

The Neuro-Training approach, when used with Kinesiology is unique in its ability to not only delve into the mysteries of the physical, emotional, mental and spiritual aspects of our humanity, but also in our integration of these aspects. Our education offers you the opportunity to create artistry in your expression unequalled in any other discipline.

The development of Neuro-Training has been motivated by the needs of thousands of clients demanding there be a better way to overcome their life challenges. We found that the 'programming' of the Nervous System by their past experience was the greatest challenge to making this process complete. This 'programming' is a direct result of the effect of their accumulated life experiences. We use Kinesiology as the tool to find how best to help people reorganise their life experiences in the best possible way. With over 30 years in its infancy, Neuro-Training with Kinesiology has come of age and is now a philosophy that can be utilised by people in all areas of life.

About Us

The College of Neuro-Training is a college based on our highly successful and sought after Neuro-Training and Kinesiology courses that we have been teaching for over 30 years.

The College of Neuro-Training became a Registered Training Organisation (RTO) in 2008 delivering nationally recognised Vocational Education and Training (VET) in accordance with the AQTF.

The College of Neuro-Training is an affiliate of Neuro-Training, the company responsible for the research and development of Neuro-Training with Kinesiology as a modality.

AQTF

The Australian Quality Training Framework (AQTF) provides the basis for Australia's nationally consistent, high quality vocational education and training system. It has developed a series of Training Packages that groups qualifications and study units into an industry sector, for example automotive or health.

AQTF also sets out the Standards for Registered Training Organisations to comply with. These standards govern the operation of the RTO in relation to training delivery and assessment, student engagement and business performance.

AQTF Qualifications

The AQTF is the national regulator for Australia's vocational education and training sector. As part of the Health Training Package, the qualification offered by us in the area of Kinesiology is:

- Diploma of Kinesiology HLT52415

More information about this qualification, the AQTF, Training Packages, RTOs and vocational education and training can be found at: www.training.gov.au or by contacting the College of Neuro-Training at: info@collegeofneuro-training.edu.au or collegeofnt@gmail.com

Superseded Qualifications

At times, a government training product (course) offered on scope by the College of Neuro-Training is superseded. (Out of date due to industry changes and a new course is in its replacement). In the event this occurs, all learners' training and assessment is completed and the relevant AQF certification documentation is issued, (given that the learner demonstrates competencies in all the units for the course).

Alternatively, learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register.

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Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register.

Our Courses

College of Neuro-Training offers the following government qualification:

- Diploma of Kinesiology (HLT52415), accredited by the AIK (Australian Institute of Kinesiologists) and a government recognized qualification. 2-3 year study.

We also offer the following courses:

- One day Neuro-Training Activation classes.
- The Activation Certificate (4 days – entry point)
- Certificate of Recuperation (3 modules and clinic)
- Certificate of Solution Oriented Kinesiology (SOK) – for personal interest modules 1-6 without workbook assessments.
- Certificate of Solution Oriented Neuro-Training (SONT). A Neuro-Training with Kinesiology qualification accredited by the AIK (Australian Institute of Kinesiologists). (6 modules including clinic). Modules 1-6 with workbook assessments.
- Diploma of Neuro-Training, also accredited by the AIK (Australian Institute of Kinesiologists) and also a Neuro-Training qualification.

General Administration

Access & Equity

Access and equity means the policies and approaches that ensure vocational education and training are responsive to the diverse needs of all clients. Through the implementation of these policies and approaches, the benefits of participating in vocational education and training are available to everyone on an equitable basis.

The College of Neuro-Training is committed to the principle of access and equity and will strive to ensure that programs and services are relevant, accessible, fair and inclusive. We foster the implementation of access and equity best practice by ensuring that all our training is delivered in an environment that is free from discrimination and harassment. All students regardless of cultural background, gender, sexuality, disability or age are treated in a fair and considerate manner whilst studying with us.

Cameras

Cameras are not permitted in training sessions without express written permission from College of Neuro-Training. Mobile phones equipped with cameras should be turned off for the duration of the training.

Confidentiality

The College of Neuro-Training regards assessment as a confidential matter. No person involved in the process

shall divulge to any unauthorised person any information about results in any course component.

Course Information

Potential students are provided with information relating to course content and vocational outcomes as part of the enquiry process. This is provided separately to this booklet. Please refer to the Course Guide.

Enrolment

Potential students will need to complete a pre-enrolment form, participate in a pre-enrolment interview, complete and sign the course enrolment form and student agreement, and pay the deposit fee in order to enrol in a course. All students are required to have a Unique Student Identifier. Enrolment cannot be processed without the appropriate forms. Pre-enrolment, enrolment forms and course information can be downloaded from our website or emailed to you from your Trainer. The relevant teaching and assessment guideline materials will be provided to you at pre-enrolment or are available from our website also.

Obtaining your Unique Student Identifier (USI)

All Students are required to give their USI to each new training organisation they enrol for their future training. This USI will be with you for the rest of your life of study and will occur as part of the enrolment process.

The USI is a requirement of the Australian Government/Department of Industry, under Commonwealth legislation and conditions of registration for training organisations.

The USI is now a mandatory data field for reporting nationally recognised training.

You must have a valid USI before you can be issued with a qualification or statement of attainment.

A USI gives students access to their online USI account that is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

Creating your USI (Unique Student Identifier)

First log on to WWW.USI.GOV.AU (Website for creating USI Identifier)

Step 1

Obtain one [form of ID](#) from the list below:

- [Driver's Licence](#)
- [Medicare Card](#)
- [Australian Passport](#)
- [Visa \(with Non-Australian Passport\)](#) for international students
- [Birth Certificate](#) (Australian) *please note a Birth Certificate extract is not sufficient

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- [Certificate Of Registration By Descent](#)
- [Citizenship Certificate](#)
- [ImmiCard](#)

IMPORTANT: The details a student enters when you create your USI must match exactly with those shown on your [form of ID](#).

Step 2

Go to 'Create your USI' on the USI website and agree to the Terms and Conditions.

Step 3

Click on 'Create USI'.

Step 4

Complete your personal and contact details that must match exactly the details shown on their form of ID.

Step 5

Enter the details from the form of ID from the list above.

Step 6

Set your USI account password and questions for security purposes. More information about security check questions can be found on the Student USI questions page.

Step 7

View your USI displayed on the screen.

Step 8

Write down your USI somewhere safe or enter it into your phone for safe keeping.

Step 9

You will also receive your USI by either email, phone or by mailing address (which ever chosen as the preferred contact method).

Step 10 Bring your USI with you each time you enrol.

Duplicate USI

When you create your USI the system will check existing accounts and advise if there is a USI account already established. If you or your training organisation becomes aware of the possibility of you having two USIs, either party should report the issue to the USI Office. The USI Office will work with the relevant parties to resolve the issue and advise you of the outcome.

Forgotten USI

If you forget or lose your USI you can retrieve it online. Enter a few details to verify who you are to display your USI. The details must be the same as those you entered when you applied for a USI or, if you

did so, when you last updated your USI account. Visit the [help centre](#) on the website for further help.

Fees

Payment in full for each module must be made at least 14 business days prior to commencement of the module and must accompany a 'payment advice form' forwarded to the Campus trainer and Admin office.

A deposit must be paid at the time of enrolment. The deposit is subject to a ten-day cooling off period. After this time the deposit is not refundable but transferrable to the first module payment. Enrolment fees may be paid by credit card (Mastercard or Visa) or direct deposit.

Students enrolling into the Diploma of Kinesiology course will have their fees capped for two years. Students enrolling only into a module or modules may be subject to future fee increases.

The College does not accept cheques or cash payments. Student enrolment is not confirmed until fees are paid.

Any special payment arrangements must be agreed upon at the time of enrolment and will incur an administration fee.

Repeating a class is an option. Many students enjoy repeating a class to aid learning or just experience the class again. For repeat fee please see your campus trainer.

The College does not and cannot accept full payment for the entire course. It can only accept payment for modules up to a maximum of \$1500.

End of course results and certificates can only be issued once all relevant course fees have been finalised.

For re-issues of Certificates or Academic transcripts an additional administration fee will be charge.

Repeating a class is optional at a reduced rate.

The College of Neuro-Training holds no responsibility for travel expenses incurred by you.

For further information please refer to the College of Neuro-Training's Statement of Fees.

Language, Literacy and Numeracy

Learning support is available through College of Neuro-Training's support services. If you feel that you may need extra support please contact your course trainer or discuss this in your pre-enrolment interview. Your trainer will arrange for an assessment to be carried out before you start the course, so that an individual learning plan can be tailored for you. You can also access this service at any point during your studies. Any extra fees that may be required to cover this service will be advised as part of this process.

Legislation and Regulation Information

As an RTO, the College of Neuro-Training must comply with all relevant Commonwealth and State legislation. As such our trainers, staff and students need to be

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aware of our relevant policies available on request. These include EEO, harassment, WH&S and privacy.

Additionally you can access information directly from the College of Neuro-Training in relation to the Vocational Education Training (VET) Commonwealth and State legislation, including the VET Accreditation Act 1990. The Australian Skills Quality Authority is the national regulator for Australia's vocational education and training (VET) sector. VET enables students to gain qualifications for all types of employment and specific skills to help them in the workplace. Further info at:

- Australian Legal Information Institute web site:
<http://www.austlii.edu.au>
- Department of Education, Employment and Workplace Relations
http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/keyz_issues/nts/

Mobile Phones

Mobile phones should be turned off for the duration of the training. If you require a phone to be left on in the case of an emergency please discuss this with the Trainer prior to the course. In this instance phones should be set to silent (or vibrate) to minimise the disruption to other students.

National Recognition

If you have completed one or more of the common units of competence of the VET qualification, you may receive credit transfer into your qualification. This process is known as National Recognition, and other RTOs will also recognise your Certificates and Statements of Attainment from College of Neuro-Training.

Permission to Record Training

There are some instances where training can be recorded (audio only) such as where a translation to a native language needs to be performed to maximise a particular student's comprehension of the course material. There are conditions associated with granting permission and students are encouraged to contact either their trainer or head office for more information. All other forms of recording are not permitted.

Recognition of Prior Learning (RPL)

In competency-based training, you are not expected to repeat training for competencies, which you already possess. In accordance with national VET policy, RPL will be available to you whenever you enrol in a College of Neuro-Training qualification. If you think you might be eligible for RPL, please contact your trainer for further information and inquire about an RPL Application Kit. All relevant procedures and fees are clearly explained in the RPL Kit. The kit is also available on our website.

Refunds, Cancellations, Withdrawal (Cessation of Study)

Cancellations or variations to course bookings may be made initially by phone to your trainer and then must be confirmed in writing to your trainer and administration. A cessation of study form must be completed. There is no withdrawal fee charged for

students who choose to withdraw from the course after commencement. However, students may be charged an additional fee for any texts books or learning aids previously collected by them if they discontinue their enrolment. Mitigating circumstances warranting a review of the refund policy will be individually judged on merit. The College of Neuro-Training may refund on a pro-rata basis any fees for training to students who leave before completion of any course or VET service. This is at the discretion of College of Neuro-Training. If the College is unable to provide a course, students will receive a full refund.

Smoking

All College of Neuro-Training facilities and premises are smoke-free environments.

Special Provisions for Students with Disabilities

If you have special needs with relation to assessment because of a disability you should ask your trainer and/or assessor who will make special arrangements to ensure the assessment remains valid.

Student Records

Students can access a copy of their personal and assessment records at any time to enquire about or monitor their progress. Access can be provided on submission of Record Access Authorisation Form available from your trainer.

Support Services

The College of Neuro-Training will make reasonable efforts to accommodate student requirements for support in the areas of learning, disability and equity through the use of additional practice, and student support. The College offers peer support from advanced students, or one on one tutorial support from a trainer. (An additional fee applies if one on one support is required). Repeating classes is also available at the repeat fee rate. Purchasing the audio visual of a class is also an option to aid a student's learning. (An audio visual copy of a class incurs a fee due to copyright).

College of Neuro-Training can also advise students of local counselling services should they be required. Access to these services is arranged through the College of Neuro-Training's Administration.

Expectations

Expectations you and other students may have of us include:

- a supportive, harmonious and positive learning community in which you are a valued member irrespective of your gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- easy access to timely and accurate information about our regulations, policies and procedures, and confidence that we will apply them appropriately and fairly to you;
- access to unambiguous information about study requirements;

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- quality teaching delivered flexibly to take into account your learning needs;
- fair, objective, helpful consultation and prompt feedback on your learning. Additional assistance when you are experiencing difficulties with your study and concessions when your learning is affected by misadventure or extenuating circumstances;
- prompt and considerate resolution of your concerns, appeals, grievances and complaints using procedures that are easily accessible, fair and transparent;
- adequate, functional, clean and safe facilities to take account of your study;
- a range of services available to support you while you are studying with us; and
- respect for the privacy and confidentiality of your dealings with us.

Expectations that we and other students may have of you include:

- contribution to the harmonious and positive learning environment irrespective of others' gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- familiarisation and compliance with our rules, regulations, policies and procedures;
- honesty in your work including not cheating, falsifying or conducting yourself in any way that injures others or your studies;
- active and positive participation in the teaching/learning process;
- monitoring your own progress throughout your course and seeking advice from us when you are experiencing difficulties;
- solicited and unsolicited feedback for the improvement of the teaching and learning environment;
- agreement to resolve disputes, appeals, grievances and complaints honestly and openly by participating in appeals, grievance and complaints procedures;
- utilisation of the facilities and resources we provide to you in accordance with their function and the conditions for their use; and
- respect for other students' and staff members' right to privacy and confidentiality.
- Students will not plagiarize information from others including the internet. Refer to Assessment information.

Assessment Information

Assessment Process

Assessment is a fundamental part of competency-based training. It provides the important function of guiding both the trainer and the student through the training process towards the goal of achieving competency. Assessment activities also provide constant feedback on the direction and the rate of student progress and eventually confirm that the student has gained the competency or competencies in

a satisfactory way. Assessment is a confirmation of competence – not a test. The assessment process, including preparation for assessment, assessment of the performance itself and dealing with results, will be a joint process between trainer/assessor and the student. Assessment information will be clearly provided to students in the course information presented at course commencement and contained within the course materials.

Types of Assessment

The College of Neuro-Training uses 4 types of assessment: observation / practical demonstration, individual oral participation in group discussions, written assessments and assignments. Students are considered to have demonstrated competency when they are able to apply their knowledge and skills satisfactorily in a range of situations and environments. Students must complete all activities and assignments in accordance with the expected standard of performance.

Plagiarism

We encourage students to use the Internet (Google, YouTube etc) for research. However, you must quote all references including links on every assignment.

It is not acceptable for students to simply cut and paste from any reference source.

You must rewrite in your own words to prove understanding

Student's assignments are checked regularly, for copying suspected paragraphs from their Google browser or following web links.

Plagiarism is not accepted and the student's assignments will be returned for resubmission.

Appeals

Students have the right to appeal against assessment decisions (including RPL assessment decisions). Assessment appeals shall be provided on an individual basis. The process required for students who wish to lodge an assessment appeal is detailed in the following section.

Assessment Appeal Procedure

If a student has a dispute or disagreement with an assessment decision, the College of Neuro-Training will address the matter promptly, fairly and confidentially in accordance with established AQTF-compliant procedures. The appeal process will reflect the specifications of the AQTF Essential Standards and Conditions. The College of Neuro-Training will conduct reviews in an open manner, free from prejudice and bias.

Students with a dispute or disagreement in relation to an assessment decision have access to the following procedure:

Procedure - Informal

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1. The initial stage of any appeal shall be for the appellant to communicate directly with the assessor, who will make a decision and record the outcome of the appeal
2. Students dissatisfied with the outcome of the appeal to the assessor may then appeal to the Training Manager, who will make a decision and record the outcome of the appeal
3. Students dissatisfied with the outcome of the appeal to the Training Manager may initiate a 'formal appeal'.

Procedure - Formal

4. Formal appeals may only proceed after the informal appeal procedure has been finalised
5. The appeal and its outcome shall be recorded in writing by completing an Assessment Appeal Form
6. On receipt of a formal appeal the Managing Director shall convene an independent panel to hear the appeal; this shall be the 'Appeals Committee' and will be made up of those executive management team members not directly associated with the assessor and who have not had previous involvement with the appeal to the Training Manager
7. The appellant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
8. The relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
9. The Appeals Committee will make a decision on the appeal
10. The Appeals Committee will communicate its decision on the appeal to all parties in writing by registered post within 5 working days of making its decision.
11. The Appeals committee will perform or delegate any required corrective action within a reasonable time after the decision.

Complaints and Grievance Procedure

The College of Neuro-Training is committed to client and student satisfaction in the delivery of our services. The College of Neuro-Training will follow up and address any issues or concerns expressed by our clients or students promptly, fairly and confidentially in accordance with established procedures. If a client or student has a complaint, grievance, dispute or disagreement, the College of Neuro-Training will conduct reviews in an open manner, free from prejudice and bias. Any complaint/grievance will not deprive the student of his or her rights as a student.

Students with a complaint, grievance, dispute or disagreement have access to the following procedures:

Procedure - Informal

1. The initial stage of any complaint shall be for the complainant to communicate directly with the person or persons involved and attempt to resolve the issue.
2. Students should raise the issue to the attention of the trainer or with the College of Neuro-Training Managing Director at Head Office.
3. The Managing Director will help with obtaining information, assist the student in deciding the best way to deal with the problem, on request accompany the student to any meeting about the problem and/or refer the student to an appropriate person who can resolve the problem. The Managing Director is not to take any step without the consent of the student. Each complaint and/or grievance and its outcome will be recorded in writing. The student will be given a written statement of any outcome including the reasons for the decision in writing.
4. Students dissatisfied with the outcome of the complaint to the Managing Director may initiate a 'formal complaint'. Formalisation can occur at any stage of the resolution process however every attempt should be made to resolve the issue informally.

Procedure - Formal

1. Formal complaints may only proceed after the informal complaint procedure has been finalised.
2. The complaint and its outcome shall be recorded in writing using the formal Complaints and Grievances Form that details the complaint and the outcome.
3. On receipt of a formal complaint the College shall convene an independent panel to hear the complaint; this shall be the 'Complaints Committee' and will be made up of those executive management team members not directly associated with the complaint or the persons involved in the complaint and who have not had previous involvement with the informal complaint to the Training Manager.
4. The complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
5. Where a staff member is involved, they shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
6. The Complaints Committee will make a decision on the complaint.
7. The Complaints Committee will communicate its decision on the complaint to all parties in writing by registered post within 5 working days of making its decision.
8. The Complaints Committee will perform or delegate any required corrective action within a reasonable time after the decision.

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9. At any time during the grievance/complaint process students have the right to contact an external agency for advice or help, or if unhappy with the way the grievance/complaint has been resolved. Such agencies include:

NSW Anti-Discrimination Board
Level 4 181 Lawson Street, Redfern NSW 2016
Phone: (02) 9318 5400, Toll free: 1800 670 812
Web: <http://www.lawlink.nsw.gov.au/adb>

Human Rights & Equal Opportunity Commission
8/133 Castlereagh Street, Sydney NSW 2000
Phone: (02) 9284 9600, Toll free: 1300 656419
Web: <http://www.hreoc.gov.au>

Disciplinary Procedure

Academic Misconduct

The academic misconduct procedure applies to plagiarism, cheating or collusion. If a trainer has reason to believe that a student has engaged in academic misconduct, the Managing Director will be notified and will investigate the matter. Investigations will take place within fourteen days of the notification. A recommendation will be made to the College of Neuro-Training's Managing Director, and a copy sent to the student. Where the investigation concludes that academic misconduct has taken place, the student may respond in writing within fourteen days. The final determination of the College of Neuro-Training Managing Director may include one of the following options:

- No action is taken against the student.
- The student is judged not competent in the units concerned but may be allowed to re-enrol in the unit or appropriate section of the program.
- The student is excluded from the College of Neuro-Training and his or her enrolment cancelled with no refund of fees.

General Misconduct

The student general misconduct procedure applies to other instances of misconduct such as impairing the right of other students to pursue their studies, wilfully damaging the College of Neuro-Training property, equipment and/or training facilities, harassment of other students or staff, or breaching legislative requirements.

If a staff member has reason to believe that a student has engaged in general misconduct, the Managing Director will investigate the matter. Investigations will take place within fourteen days of the notification. A recommendation will be made to the College of Neuro-Training Managing Director, and a copy sent to the student.

Where the investigation concludes that general misconduct has taken place, the student may respond in writing within fourteen days. The final determination of the College of Neuro-Training Managing Director may include one of the following options:

- No action is taken against the student.
- The student is suspended from the course for a period of time or permanently.

- The student is required to pay for any damage or any work needing to be done in reparation.

Code of Conduct

Core Values

College of Neuro-Training's Core Business Values are:

- Professionalism - the skill, competence, and character expected of our organisation
- Honesty - the quality, condition, and characteristic of being fair, just, truthful, and morally upright
- Integrity - the quality of possessing and steadfastly adhering to high moral principles and professional standards
- Health & Wellbeing - soundness, vitality, and proper functioning

Governing Principles

The College of Neuro-Training is committed to the following principles:

- We recognise the rights of students and provide information, advice and support that are consistent with our Core Values and this Code of Practice.
- All our training is delivered in an environment that is free from discrimination and harassment. All students regardless of cultural background, gender, sexuality, disability or age are treated in a fair and considerate manner whilst studying with us.
- We have written policies, procedures and management practices which maintain high professional standards in the delivery of training and assessment services and which safeguard the interests and welfare of students.
- We are committed to the success of our students and endeavour to provide quality training and assessment facilities and equipment, and use methods and materials appropriate to the learning and assessment needs of students, including provision for language, literacy and numeracy assessment, flexible learning options and recognition of prior learning.
- We consistently monitor and assess the performance and progress of our students as well as seek regular feedback to maintain our high delivery standards. This includes complaints and grievances which we deal with honestly, promptly and with the view to improving our service to students.
- We ensure that our training is delivered by suitably qualified and competent teachers who are also sensitive to the learning needs of students.
- We are committed to meeting AQTF requirements for Registered Training Organisations through quality delivery of the vocational qualifications.
- We market our training services with high quality and professional standards and ensure that all information provided to students is clear, accurate and meets the national AQTF guidelines. This includes course information, content and vocational outcomes, fees, charges and refunds, student selection and assessment requirements.