

Nature Care College Learner Handbook

THE INFORMATION IN THIS HANDBOOK APPLIES TO LEARNERS ENROLLED IN THE COURSE PROGRAMS LISTED BELOW.

- Advanced Practitioner of Clinical Naturopathy
- Advanced Practitioner of Clinical Nutrition
- Advanced Practitioner of Clinical Western Herbal Medicine
- Advanced Practitioner of Homeopathic Therapeutics
- Professional Certificate in Astrology
- Professional Certificate in Food & Nutrition Coaching
- Professional Certificate of Holistic Wellness Coaching
- Professional Certificate in Meditation Facilitation
- Professional Certificate of Natural Remedies
- Certificate in Energetic Wellbeing
- Certificate in Homeopathy
- Certificate in Iridology
- Certificate in Natural Health
- Certificate in Nutrition
- Certificate in Western Herbal Remedies
- Short & Continuing Professional Education Courses

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NSW, Australia, 2016

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Handbook Disclaimer

This Learner Handbook contains information that is correct at the time of publication.

Changes to legislation and/or **Nature Care College Pty Ltd (Nature Care College)** policy may impact on the currency of information included. **Nature Care College** reserves the right to vary and update information without notice. You are advised to seek any changed information updates from **Nature Care College**.

This handbook has been prepared as a resource to assist learners to understand their obligations and also, those of **Nature Care College**. Please carefully read through the information contained in this guide. All learners need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to: **Nature Care College Student Services Team**: info@naturecare.com.au

Important Details

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Welcome

Congratulations on your choice to undertake a Course Program with Nature Care College. To assist you in your studies, this Handbook provides information on all College policies and procedures along with administration and general information.

Our Vision

Committed to being the leader for life enrichment through training excellence in holistic education within a caring and supportive environment.

Mission Statement

Nature Care College is committed to providing training excellence for holistic education in natural therapies within a caring and supportive environment.

The College's educational philosophy, which has developed since 1973, is based on the integration of holistic principles and medical science. We have a commitment to academic integrity, quality teaching, fostering and advancing knowledge in natural therapies.

At all times, we adhere to high ethical principles, honesty and respect for the environment and all its inhabitants.

About Us

Since 1973 our roots and purpose has been in educating people to take a holistic approach to health and healing, with a focus on preventative natural healthcare.

Aptly named by founder Catherine McEwan, the college's name comes from the term "nature cure", which was used throughout Europe in the 18th century to describe naturopathy. The attentive and nourishing concept of "care" replaced "cure" and Nature Care was born.

Nature Care College is a private education provider that delivers a diverse range of natural healthcare courses from Continuing Professional Educations, Short Courses, Professional Training Programs and Australian Traditional Medicine Society recognised practitioner course programs.

Nature Care has continued to be an inspiring community for those seeking a deeper understanding of health and wellbeing, offering an extensive range of natural medicine modalities.

Contacting Us

Feel free to contact us with any query you may have regarding your learning experience.

E: info@naturecare.com.au

W: www.naturecare.com.au

T: 61+ 2 8423 8333

Nature Care follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Nature Care has expectations for learner behaviour. These are outlined in the section 'Learner Conduct'.

Nature Care's Code of Conduct states that:

Nature Care College is committed to improving the well-being of trainers and staff will act in accordance with all legal and ethical requirements to support learners enrolled with us. The values that underpin our work include fairness, respect, integrity and responsibility. We demonstrate these values in our daily work by:

- *providing quality training*
- *acting ethically and in accordance with all regulatory requirements*
- *being consistently honest, trustworthy and accountable*
- *being courteous and responsive in dealing with others*
- *being committed to social justice by opposing prejudice, injustice and dishonesty*
- *making decisions that are procedurally fair to people, and which avoid discrimination, for example, on grounds such as gender, race, religion and culture ; promoting dignity and respect by avoiding behaviour which is, or might reasonably be perceived as, harassing, bullying or intimidating*
- *maintaining professional relationships*
- *working collaboratively with colleagues to reach our common goals*
- *maintaining and developing our professional and work practices.*

Other Policies and Procedures

Please contact our Student and Learning Services at info@naturecare.com.au for more information in relation to your studies with us.

Privacy

The privacy of your personal information is a vital part of our relationship with you. We are committed to maintaining the secure custody of your personal information and strictly adhere to the Australian Privacy Principles.

Australian Privacy Principles

The College adheres to the [Australian Privacy Principles \(APPs\)](#) issued by the office of the [Australian Information Commissioner \(OAIC\)](#) under the [Privacy Act 1988](#).

We will not give out your information to any person or agency without your permission, unless we are required to do so by law. Nature Care College Privacy Policy is published on our website.

Access to Your Records

If you wish to access your learner information, please direct your enquiry to our Student and Learning Services at: info@naturecare.com.au

Enrolment in Nature Care Courses

Admission to the course programs requires applicants to be of mature-age entry of 18 years and above.

Applicants are encouraged to contact Student and Learning Services for support throughout the admission process. We recommend that applicants speak with a Course Advisor to gain a full understanding of the Course Program prior to enrolling.

Course Outline Brochures, Timetable and Enrolment Terms and Conditions are available as pre-enrolment information from the website.

You should contact Student and Learning Services at any time if you have queries regarding your enrolment.

Re-Enrolment Information

You enrol and pay for your course tuition fees on a term-by-term or subject by subject basis as you progress with your learning. Nature Care has three terms per year March, June and September, each consisting of 12 weeks. In week nine of the current term, you will automatically receive an email with the Timetable and information on how to re-enrol into your next term of learning.

Access and Equity

Nature Care College will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. **Nature Care College** prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Nature Care College will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary.

It is the responsibility of all staff at Nature Care College to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact Student & Learning Services info@naturecare.com.au

Learner Support and Wellbeing

Nature Care College is committed to providing a safe, inclusive, respectful, and supportive learning environment that promotes learner wellbeing, participation, achievement, and personal development. We recognise that adult learners may experience a range of personal, social, financial, health, employment, and educational challenges that can affect their learning experience.

Nature Care College is at all times concerned for the welfare of its learners. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help.

Lifeline on 13 11 14

Beyond Blue on 1300 224 636

Headspace on 1800 650 890 ReachOut

Australian Counselling Association – Find a registered counsellor Australian Psychological Society – Find a therapist

Beyond Blue – Find a mental health professional

The Learner Support and Wellbeing Policy is published in the Student Portal.

Learner Withdrawal, Deferment, Cancellation of Studies

Enrolment Terms and Conditions are available as pre-enrolment information for Learners published online in the 'Initial Application for Enrolment Form' and as part of the online enrolment process.

All fees are non-refundable and non-transferable unless a subject is cancelled by Nature Care College, in this instance a full refund is provided.

- A full refund is provided to the learner if a subject is cancelled by Nature Care College
- A full refund is provided to the learner if the Course Program intake does not commence as scheduled

Cancellation/Withdrawal - before commencement of a subject

- Learners are eligible to apply and be granted a course credit for the course tuition fees paid, less a \$50 administration fee per subject provided advice of withdrawal is received in writing one week prior to the start of the subject.
- Notification of withdrawal/cancellation is required in writing to info@naturecare.com.au advising the reason for withdrawal.
- Course credits can be used towards the cost of any Nature Care College course and are valid for 12 months.
- The Learner is issued with a Course Credit note in writing within 10 days of the notification of withdrawal/cancellation.

Special Circumstances applying for Withdrawal after commencement of a subject

- If after the start of a subject, a Learner becomes seriously ill or has other extenuating special circumstances they may apply to Nature Care College for a course credit for the course tuition fees paid.
- Learners are to apply for consideration of special circumstances in writing to info@naturecare.com.au along with supporting documentation.
- The application and supporting documentation will be accessed and the Learner will be notified of the outcome in writing within 10 days.
- Course credits granted can be used towards the cost of any Nature Care College course and are valid for 12 months.

Course Program Deferment Policy

- Learners enrol on a term by term or subject by subject basis as they progress with their Course Program studies.
- Following the completion of a term or subject Learners are eligible to defer the Course Program and put their studies on hold for a period of 12 months.
- Notification of deferral is required in writing to info@naturecare.com.au
- Learners who wish to defer for over the 12 months deferment period can withdraw from the Course Program without penalty and re-apply. Full academic credit is applied for all completed subjects provided academic currency is within a period of five years.
- Learners who do not return from deferment after the 12-month deferment period will be formally withdrawn from the Course Program.

Resource Requirements

- Access to a computer that has appropriate Zoom software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection) and participate in online collaboration

Assessment

Our assessments are designed to make your learning experience both engaging and inspiring. They also help consolidate what you've learned.

Assessment quizzes are open book and held online.

The details about the assessment for each subject are provided on the Subject Outline and in the online learning platform.

If you have queries regarding assessment, please speak with your Trainer who will be happy to assist.

You will need to submit assessments by the due date and/or meet the assessment requirements for a result to be recorded.

Request for extensions will be granted at the college's discretion. Email your extension request including your reason to info@naturecare.com.au prior to the assessment due date or as soon as feasible. You will be informed of the outcome within 3 working days.

Resubmissions

If you fail an assessment, you will be given one opportunity to re-do some or the entirety of your assessment. If you decline to undertake this work, and/or decline to undertake it within the timeframe stated, a "Not Yet Competent" will be recorded on your record and, you will be asked to re-enrol in the subject at your own cost.

Applying for Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of skills currently held.

This includes through any combination of formal or informal training and education, work experience or general life experience.

In order to grant RPL, the Nature Care College assessor must be confident that the applicant is currently competent against the recognised industry standards and outcomes specified in the course program.

Nature Care College needs to be able to assess three criteria in the RPL application:

- 1) the level of learning
- 2) the quality of the learning
- 3) the currency of the learning.

If you would like to apply for academic credit on the basis of your existing skills/knowledge, please contact Student and Learning Services who will be happy to talk you through the application process and send you the RPL Information Guide and Form.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Nature Care College.

To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from
- Recycling your own work or part of your own work from a previously completed assessment.

Referencing

When it comes to properly acknowledging where information has come from there are a range of styles and referencing protocols. Nature Care College provides a Referencing and Style Guide, that can be accessed via the Student Portal.

Individual lecturers may have a preferred referencing style, so always check whether a specific style is expected.

The following website (created by the University of Melbourne) will assist in adhering to each trainer's preferred referencing style: <http://library.unimelb.edu.au/recite>

The Use of AI

Nature Care College allows students and trainers to use AI generative software:

- For learners, to augment their studies, contribute to assignments and for trainers to elaborate or add information should they wish to augment subject matter to the college's learning guides/teaching.
- Brainstorming for the generation of ideas to share or use autonomously
- Research purposes: ensure the source is credible and cite your use of AI (see below).
- To find out more about a specific topic
- To summarise lengthy reading of compulsory documents within the curricula:
- For example, in certain subjects, adjunct readings are of considerable length: learners and trainers can use AI software to condense the context of the reading.
- Use it to proofread your work
- Don't rely on or use AI as your primary source of information.
- For example, ChatGPT software has limitations as do all AI software, so investigate the source of the information.

The full Nature Care College Artificial Intelligence (AI) Policy can be accessed via the Student Portal.

Appeals

Whilst as a learner, you can lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Contact Student Learning Services for details.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our online Learning Platform.

Learner Conduct

Just as Nature Care staff abide by a Code of Conduct, learners also have obligations they are expected to meet. It is expected that you will participate with commitment in your studies, submit assessments (if your subject has assessments) on time, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Nature Care College views learner misconduct seriously. We expect that our learners will behave in an honest, respectful manner appropriate for a learning environment. Consequences of learner misconduct vary up to and including expulsion from the course.

Examples of learner misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Insulting or abusing others
- Disruptive behaviour
- Acting non-professionally
- Attending classes while intoxicated (refer also: Smoking, Drugs and Alcohol)
- Intentionally damaging equipment and/or materials belonging to Nature Care

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Learner to reimburse the costs incurred by any damage caused
- Cancellation of enrolment without refund and/or credit
- Matter referred to the police

Academic misconduct

Plagiarism and cheating are serious offenses. Learners engaging in this behaviour will face disciplinary action.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at **Nature Care College**. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

Nature Care College is a smoke-free workplace. Smoking is prohibited in all Clinical Training Practice locations.

Any learner under the influence of drugs and/or alcohol is not permitted on **Nature Care College** premises, to use **Nature Care College** facilities, or to engage in any **Nature Care College** activity including the attendance of online classes.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Learner Feedback

Nature Care College values learner feedback as an essential source of information for enhancing the quality, accessibility, relevance, and effectiveness of its course program offerings.

Nature Care College is committed to

- Encouraging learners to provide honest and constructive feedback.
- Providing accessible and confidential feedback channels.
- Responding to feedback in a timely, respectful, and transparent manner.
- Using feedback to improve learner experiences, program quality, and college organisational effectiveness.
- Ensuring learners can provide feedback without fear of disadvantage, discrimination, or retaliation.

Principles

Feedback processes will be guided by the following principles:

1. **Accessibility**
Learners will have multiple opportunities and methods to provide feedback.
2. **Respect**
All feedback will be treated respectfully and professionally.
3. **Confidentiality**
Personal information will be handled in accordance with applicable privacy legislation and Nature Care College privacy policy.
4. **Fairness**
Feedback will be considered objectively and impartially.
5. **Continuous Improvement**
Feedback outcomes will inform decision-making, planning, and quality improvement initiatives.

Types of Feedback

Nature Care College welcomes feedback relating to:

- Course content and learning materials.
- Training delivery and facilitation.
- Learning environments and facilities.
- Online learning platforms and technology.
- Learner support services.
- Administrative processes.
- Accessibility and inclusion.
- General suggestions for improvement.
- Compliments regarding services or staff performance.
- Concerns or complaints about organisational practices.

Feedback Methods

Learners may provide feedback through:

- End-of-subject surveys.
- End-of-course program surveys.
- Email correspondence.
- Verbal feedback to trainers or staff.
- Anonymous feedback may be accepted where practical

Management of Feedback Process

Receipt of Feedback

All feedback received will be documented and, where appropriate, recorded in the Feedback Register.

Acknowledgement

Where contact details are provided, feedback will generally be acknowledged within five (5) business days.

Review

Feedback will be reviewed by the appropriate staff member or manager to determine:

- The nature of the feedback
- Any immediate actions required
- Opportunities for improvement
- Whether escalation is necessary

Response

Where a response is required and contact information has been provided, Nature Care College will aim to provide a response within ten (10) business days of acknowledgement.

Complex matters may require additional time. In such cases, the learner will be informed of the expected timeframe.

Resolution and Improvement

Actions arising from feedback may include:

- Course Program revisions
- Staff development activities
- Process improvements
- Resource enhancements
- Policy or procedure updates

Complaints

Where feedback constitutes a formal complaint, it will be managed in accordance with Nature Care College Complaints and Appeals Policy.

Learners will be advised of the relevant complaint and appeals resolution process.

Protection from Disadvantage

No learner will be disadvantaged, discriminated against, or treated unfairly for providing feedback, raising concerns, or lodging a complaint in good faith.

Any victimisation or retaliation against a learner who provides feedback will be treated as a serious breach of Nature Care College workplace standard

What you will receive upon successful completion of your course with us

Nature Care College courses have been developed to meet specific training needs.

On successful completion of your Course Program and provided all fees are paid, you will receive a Nature Care College Credential and Transcript of Results recording your completion of the course.

Unsafe Public Advice

It is prohibited for learners to dispense medical advice online or treat public clients before acquiring their qualification or professional indemnity insurance.

Disclaimer

Nature Care course programs have been developed by Nature Care to meet specific training needs. However, they are not nationally recognised qualifications under the Australian Qualification Framework, and do not lead to the issuance of AQF documentation. For Nature Care course program recognition details please refer to the Course Outline Brochure under the Course Recognition Information.