



IKON INSTITUTE
OF AUSTRALIA

Student Orientation Handbook

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RTO NO. 40263





I WILL
#BETHECHANGE

The Student Orientation Handbook

This Student Orientation Booklet provides general information relevant to your study at IKON Institute of Australia.

Please note, however, that course requirements are not included in the Student Handbook.

IKON Institute makes every effort to ensure that the information in this handbook is correct at the time of publication but reserves the right to make changes when necessary.

You will be notified of changes that are essential to your studies and we recommend that you check the accuracy of other information with a member of the staff prior to making any decisions regarding your studies.

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Introduction to the IKON INSTITUTE OF AUSTRALIA

Dr. Raphael Locke first established the 'Ikon Institute of Healing Arts' in 1988. It was a nationally accredited Registered Training Organisation (RTO), started primarily as an institute to study and educate practitioners in the transpersonal worlds through a therapeutic framework. In the main, the inspiration for the original courses came from Dr. Locke's extensive experience gained through research, training and practice in anthropology, psychoanalysis, humanistic and transpersonal psychotherapy, holistic and nutritional medicine, behavioural medicine as well as parapsychology and neuroscience.

In 2005 the South Australian branch was established. In 2008, the business was bought by Brad Seaman and Simon Paul the current directors and owners and the branch became the IKON Institute of South Australia, an RTO in it's own right. In 2010 the institute expanded to QLD and WA, becoming the IKON Institute of Australia. The head office is now located in Adelaide, with training centres in Adelaide, Brisbane and Perth.

The IKON Institute of Australia offers a range of accredited courses including:

- 10505NAT Graduate Diploma of Art Psychotherapy
- 10572NAT Graduate Diploma of Drama Therapy
- 89781 Graduate Certificate of Movement Based Somatic Therapy
- 52698WA Advanced Diploma of Transpersonal Counselling
- 52699WA Advanced Diploma of Transpersonal Art Therapy
- CHC51712 Diploma of Counselling
- CHC50513 Diploma of Youth Justice
- CHC50413 Diploma of Youth Work
- 10003NAT Diploma of Mind Body Medicine
- HLT52415 Diploma of Kinesiology
- CHC53315 Diploma of Mental Health
- CHC53215 Diploma of Alcohol and Other Drugs
- CHC52015 Diploma of Community Services (Case Management)
- CHC40513 Certificate IV in Youth Justice
- CHC40413 Certificate IV in Youth Work
- CHC40512 Certificate IV in Mental Health
- CHC40412 Certificate IV in Alcohol and Other Drugs

IKON INSTITUTE OF AUSTRALIA

Ethical Guidelines

The purpose of the IKON Institute of Australia's Ethical Guidelines is to express the values and principles, which are integral to, and characteristic of, the organisation. It is intended to assist students and staff to act in ethically accountable ways while at the Institute, on Placement and into their professional life.

IKON aims to produce graduates who are enabled to continually develop their own potential, and whose skills, knowledge and therapeutic client-centred practice contribute to the creation of an international community of people and practitioners committed to social change, community building and individual healing.

The IKON Institute of Australia aims to contribute to a better world through the delivery of training excellence; and is committed to the basic values of:

- Human Dignity and Worth
- Honesty and Integrity
- Ethical Practice
- Personal and Professional growth
- Respect
- Courtesy
- Competence

In carrying out their tasks and duties, particularly while preparing or undertaking a student Placement, students are expected to comply with IKON Institute of Australia's policies & procedures. To maintain an ethical basis, it is also expected that students and staff will:

a) Respect diversity

Practice non-discrimination on all levels including spiritual, gender, personal, political, culture, sexuality, religion, other's beliefs and practices.

b) Maintain confidentiality of other students and clients

Includes clear explanations to the clients about the manner in which written records are made and stored, communications with colleagues and social conversations.

c) Behave in a respectful and courteous manner

Including punctuality in class, with clients and on Placement; understanding the expectations of organisations and client groups (eg appropriate behaviour, dress code and hygiene habits); and respectful treatment of property and environments.

d) Act with honesty and integrity

This applies to self and others. It includes copyright issues and submission of original work, contributing to a constructive classroom environment, seeking personal support, counselling and supervision as directed by the Institute and as necessary and to continue to behave in a professional manner.

e) Maintain professional competence

Use the knowledge and training received to practice to your best ability.

Commit to keeping yourself, your clients and others safe, which may include refusing service.

Set and maintain appropriate boundaries in keeping with professional body relevant to your course.

Do not pursue, nor allow, inappropriate relationships with clients.

Commit to expand and develop your skills and knowledge through ongoing professional development and supervision; and membership in relevant professional associations.

CEO Welcome

Welcome to IKON Institute of Australia.

Whatever course or subject you are taking with us at IKON Institute, you will experience IKON's unique educational philosophy that arises from our understanding and practice of the transpersonal.

Transpersonal simply means 'transcending the personal', or 'beyond the ego'. The study of transpersonal therapies involve recognition, understanding, and realisation of unitive, spiritual, and transcendent states of consciousness – in other words, paying attention to that which exists within normal and everyday experience, and also that which goes beyond it. Transpersonal practice deals with all of the common and broad human dilemmas that those working in the helping-professions encounter. It is about embracing an authentic and passionate way of being in the world and creating opportunities for individuals to:

- Find meaning, purpose and direction in their lives
- Reach their full potential
- Expand their awareness and vision
- Direct their abilities and resources for the benefit of themselves and others.

Transpersonal work is of critical importance to the modern age as it seeks to bridge the social and personal spheres in order to create a higher degree of functioning, meaning, connection and happiness. Transpersonal counselling also seeks to marry tried and tested psychological theory with a grounded and functional approach to human-centred counselling.

All our teaching is based on our philosophy of a grounded, functional and evidence-based humanism and free intellectual enquiry. What is unique about our educational programs and the way you will learn is that you will engage not just with the theory and knowledge related to your studies but you will also learn through personal experience-practicing clinical methodologies you will bring to your professional work following graduation. To support you in this and your own personal journey that is an integral part of being an IKON student, we will ensure that your lectures and tutors and other staff are readily available to you, and you will participate in counselling and therapy sessions as a client and as a student.

Thus, IKON's unique teaching and learning approach aims to produce graduates who are enabled to continually develop their own potential, and whose skills, knowledge and therapeutic client-centred practice contribute to the creation of an international community of people and practitioners committed to social change, community building and individual healing.



Brad Seaman
CEO
IKON Institute of Australia

IKON INSTITUTE OF AUSTRALIA

Management & Administration Staff

Brad Seaman	Chief Executive Officer & Director
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For general enquires, please email IKON: info@ikoninstitute.com.au or telephone (08) 8350 9753
You can also visit the IKON website for general information: www.ikoninstitute.edu.au

General Information

South Australia

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Tel: 08 8350 9753
Fax: 08 8376 1467
Email: info@ikoninstitute.com.au

Queensland

16 Brookes Street
Bowen Hills QLD 4006
Tel: 07 3252 4289
Email: info@ikoninstitute.com.au

Western Australia

425A Albany Hwy
Victoria Park WA 6100
Enter via McMillian St car park
Tel: 08 9470 4526
Email: info@ikoninstitute.com.au

Administration Enquiries and Requests

Please do not hesitate to contact the Education Support Officer, then relevant IKON State-based Co-ordinators, or lastly the Head Office for any queries or requests related to your studies. We will endeavour to respond to your queries within 48 hours or refer them on to the relevant person.

Phone: 08 8350 9753

Email: info@ikoninstitute.com.au

Your Contact Details

It is essential for the Institute to have your current name, address, phone number and email address, as it may be necessary to notify you of a cancelled class or to mail you course-related information.

Please advise IKON immediately if your contact details change.

Information relating to your course of study will be communicated via email.

It is your responsibility to ensure you have an email account set up and it is a requirement of IKON that students are computer literate and have access to a computer and emails at least every 3 days. You need to have a computer operating system that opens word and PDF documents. In the event that you are unable to access your email account, please check with your fellow students for updates.

IKON takes no responsibility for any mishaps that result from a failure to check email updates.

IKON Institute Student Cards

Students are provided with an IKON Tertiary Student Card upon request. To obtain a student card, you need to contact the Admin staff in Head Office requesting a Student Card. They will make one using your Student File photograph. These photos are taken on the computer at your Training Centre at the beginning of your course.

Transport Concession Cards

The process for obtaining student concession rates on public transport differ in each state.

South Australia:

For full time SA students, IKON is authorised to issue SA Transport Concession cards. To obtain this you will need to ask the Admin Staff and they will use your photo that is in the student file system.

Queensland:

For full time QLD students, an IKON Student Card is issued.

QLD students must apply for transport concession by downloading a copy of the TTCC application form from the Translink website at www.translink.com.au/tertiarycard and complete and sign Part A. Return the completed form to the state coordinator to complete Part B and to submit.

Western Australia:

Full time WA students must apply to Transperth for a Tertiary SmartRider – IKON can supply application forms or they can be downloaded from <http://www.transperth.wa.gov.au/Default.aspx?tabid=362&id=2>

Confidentiality

All student dealings with the IKON Institute are confidential, subject to the provisions of the Freedom of Information Act and other legislation governing the release of information.

IKON will not give information about students to any person or organisation without student authorisation, except in an emergency, where there is risk to the general public, or where required by legislation (e.g. for legal or Centrelink purposes). In such cases one of the Directors must authorise the release of information. In other cases, IKON may be required to provide standard information about its students for financial reporting and statistical purposes.

Equal Opportunity for Students

IKON is committed to ensuring that all students and prospective students feel comfortable and respected. The IKON policies and the Student Code of Conduct prohibit discriminatory practice and uphold government legislation including the:

South Australia Racial Vilification Act 1996,
South Australia Equal Opportunity Act 1984,
Age Discrimination Act 2004 (Australia),
Human Rights and Equal Opportunity Commission Act 1986 (Australia),
Racial Discrimination Act 1975 (Australia),
Sex Discrimination Act 1984 (Australia),
Disability Discrimination Act 1992 (Australia).

IKON abides by the following legislation:

Equal Opportunity Act 1984
Occupational Health, Safety and Welfare Act 1986
Freedom of Information Act 1991
Children's Protection Act 1993
Disability Services Act 1993
Guardianship and Administration Act 1993
Health & Community Services Complaints Act 2004
Mental Health Act 2009
Copyright Act 1968
Young Offenders Act 1993,
Family and Community Services Act 1972,
Keeping them Safe - Information Sharing Guidelines 2008

IKON Institute Policies

IKON has established policies and procedures and codes of conduct to help students complete their studies in the required amount of time. This Orientation Booklet provides a summary of important policies that apply to all students. Students must be aware of the relevant policies as well as being informed about requirements of the course in which they are enrolled.

Course and assessment requirements are distributed by lecturers at the start of each course or module/unit of study in the Student Module Handbooks.

List of Student-related Academic Policies

The following IKON policies are relevant to all students. They are available on the IKON Institute website or a copy may be obtained from the IKON Administration office.

- Academic Integrity Policy
- Assessment Policy & Procedures (contains detail on grades, & procedure for extensions, re-submission or re-assessment)
- Code of Practice
- Conferral of Degrees & Awards Policy
- Contingency & Emergency Planning Policy
- Distance Study Policy
- Deferral & Withdrawal Policy
- Free Intellectual Property Policy
- Intellectual Property Policy
- Quality Assurance Course Development & Review Policy
- Quality Assurance Course Review
- Quality Assurance Course Amendment and Cessation
- Recognition of Prior Learning & Credit Policy
- Records Management & Personal Information Policy
- Risk Management Policy
- Social Media Policy
- Student Academic Progress Policy
- Student Attendance Policy
- Student Code of Conduct & Misconduct Policy
- Student Grievance Officers Policy
- Student Grievance Policy
- Student Placement Policy & Placement Code of Conduct
- Student Selection & Admission Policy
- Student Tablet Policy
- Work Health and Safety Policy

Campus Rules

Please ensure that there are no bags on the floor, IKON provides a Coat and Bag room where you can store your personal belongings.

Artwork

Please ensure that you do not mark the carpet, tables or other surfaces when you are drawing, painting or doing clay work. Newspapers, Drop-sheets or similar protective materials should be placed underneath your work. If you spill any paint or mark the carpet, floors or desks in any way you must clean the mark/spill immediately.

IKON does not have the space to store student artwork. We therefore ask that you take all artwork home with you at all times. IKON cannot guarantee the safety of any clay work left behind and any artwork on paper that is left behind will be discarded.

Clean Up After Yourself

We ask that students keep the study areas and the communal kitchen clean and tidy at all times. Please place all rubbish in the bins provided, please wash all dishes after use, and clean up crumbs that you leave behind. We also ask that you keep the lecture rooms clear of cups and wipe down any tables that you spill things on to keep the teaching environment clean and tidy.

Tea and Coffee

IKON supplies tea, coffee, milk and biscuits as a courtesy to students. It is not possible to satisfy everyone's preferences for tea and coffee so we stock the staples and suggest that students bring their own tea and coffee if they prefer something other than what is supplied. Please inform your lecturer of any shortages and general housekeeping needs.

Smoking

The IKON Institute is a Smoke Free Zone. Please do not smoke within 4 meters of the entrance/exit of any IKON building.

SMOKING ON THE PREMISES IS PROHIBITED

Lost Property

IKON takes no responsibility for either scholastic or personal lost items. In the first instance, please contact the lecturer in charge on the day in question to enquire about lost property left on campus.

Module Handbooks are limited and extra copies may not be available if the copy issued to you is lost. We recommend you label all workbooks as soon as you receive them otherwise it is not possible to determine which is yours.

Mobile Phones

Mobile phones must be turned off or to silent before the start of lectures and tutorials. Please do not use them during class.

Security

IKON is unable to provide a secure area for personal belongings, therefore please limit the amount of personal valuables, equipment and money you bring with you, and do not leave your bags and belongings unattended. If you are paying tuition fees please do not leave these payments unattended. IKON will not take responsibility for student's lost or stolen money or property. IKON will not enter into disputes in regard to misplaced scholastic items. Please report any suspicious behaviour to IKON staff.

Course and Academic Information

Accreditation

The IKON Institute is a Registered Training Organisation (RTO), accredited by the Australian Skills Quality Authority under the National Vocational Education and Training Regulator Act 2011, to offer the courses listed under RTO number 40263 on the training.gov.au website. All the courses are nationally recognised qualifications that comply with the Standards for NVR Registered Training Organisations 2012 and the Australian Quality Training Framework (AQTF) Standards.

For more information on courses on scope and currently being delivered please refer to the website training.gov.au and search RTO number 40263.

Course Duration

Course duration will vary depending on the specific course that you are enrolled in. The volume of learning for each of the qualification levels is listed below:

Certificate IV	6 months – 1 year
Diploma	1 – 2 years
Advanced Diploma	1.5 – 2 years
Graduate Certificate	6 months – 1 year
Graduate Diploma	1 – 2 years

The final 50 - 100 hour practicum (length depending on your course) can be completed within this time frame, however many students undertake their final case studies and placement in the following months. This may result in the final necessary course requirements being completed in January to April of the following year, or in the case of a mid year completion, over the 4 months following your last day of attendance.

Please note that in order to be eligible to graduate you will be required to have completed all assignment work, placement hours and reporting, by the assigned dates. Please make note of these dates, which will be discussed at several points throughout your course.

Managing your time and workload through the final stages of the course will be essential in ensuring your success.

Blended Learning

2016 sees many of our courses adopt a blended learning course structure. This means you will complete some of your course work online through our specifically designed lessons and the rest in the classroom.

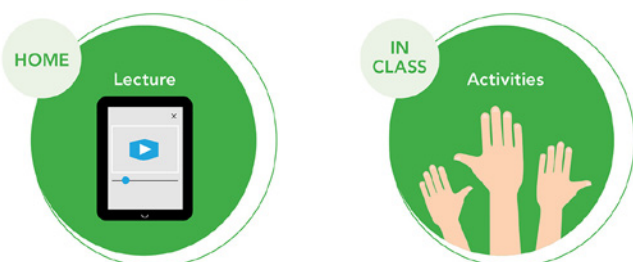
The philosophy underpinning blended learning focuses on the fact that you can actively engage in the theoretical aspects of your learning, online, as opposed to a more traditional and passive lecture style delivery, in class. This enables a self-paced and student led structure for accessing content and developing theoretical understanding. We have worked hard to make the online lessons easy to access and yet interesting and engaging.

Blended learning allows you to come into class with some prior knowledge. The classroom then becomes a space for deepening understanding, developing practical skills and applying theoretical knowledge.

This shifts the role of trainers from content delivery to skill development and gives you more time to interact with your peers. Blended learning also caters to diverse learning styles and gives you the flexibility to learn when and where you choose.

Detailed instructions on accessing the online delivery system will be communicated to you via the Education Support Officer at the beginning of your course.

Flipped Classroom



Computer Literacy and Access

It is a requirement of IKON that students are computer literate and have access to a computer and emails at least every 3 days. You need to have a computer operating system that opens word and PDF documents.

Contact and Study Times

Students undertaking the one year Advanced Diploma courses are advised to allocate a further 2 days per week to self directed study, research and assignment writing time in addition to the module days. Students undertaking the two year Advanced Diploma courses are advised to allocate a further day per week to self directed study, research and assignment writing time in addition to the module days and tutorial contact time.

For the Advanced Diploma courses, please note:

a) The modules are delivered in sequential order and must be attended as such

b) For Transpersonal Art Therapy you are required to complete approximately 90 practice sessions (triads), and in Transpersonal Counselling you will complete approximately 60 practice sessions. These sessions go for 60 - 90 minutes each, and you will commence them in the second-half of your course. Most of these will be done outside of your scheduled class time. In total you will be spending at least 135 hours doing triads in Transpersonal Art Therapy, and 90 hours in Transpersonal Counselling.

The first half of the course may be less demanding of self-directed learning, and the second half will require more.

Students undertaking Diploma courses are advised to allocate a further 8 – 10 hours per week to self directed study, research and assignment writing time in addition to the module days and tutorial contact time

Community Services School courses:

The Diploma courses are generally completed over 12-18 months of full time study.

The Certificate IV courses, within 6 months.

All of these courses require between 100 and 260 Placement hours (dependent on the course of enrolment).

We recommend 8 additional study hours per week on top of the face-to-face time.

Attendance

All parts of the IKON programs are compulsory and students must attain a minimum 80% overall attendance. There is the provision in unforeseen circumstances to have a minimum of 65% attendance for a module, as long as you maintain 80% attendance overall. If for any reason your attendance is insufficient and puts you at risk of failing, you must contact the relevant Education Support Officer (ESO) to discuss the situation and explore your options such as extra work or deferment of the module/unit of study.

Please note: there are 3 ESO's, one for the School of Creative Therapies, one for the School of Counselling and Psychotherapy, and one for the School of Community Services. They are all located at head office in Adelaide.

If you plan to be absent from your classes for a period of time, contact your ESO to discuss your situation. If your extended absence will prevent you from completing the module/unit of study assessment requirements, you must contact the ESO, prior to the module/unit of census date to discuss your enrolment options or you will be charged for the module. All non-attendances are recorded.

Census Date

The census date is the cut off date that we report your enrolment in a module to the commonwealth government, therefore you will incur fees if you do not notify IKON before this date of your deferral or withdrawal. The census date for each module is printed on your timetable.

You may defer one module in each half of the course and continue with the sequence. You cannot miss consecutive modules and continue to study in sequence. The missed module will need to be completed at the first possible opportunity that the module is next delivered i.e. with the following group. Transpersonal Counselling students will not be able to proceed to Modules 9, 10, 11 and 12 unless Module 8 has been successfully completed.

Punctuality

Please ensure you arrive early or on time for all of your classes. Late entry is disruptive to both the lecturer and fellow students and you will miss out on the important introductory information that forms the foundation of the session. Late attendance is also recorded as a percentage of class absence.

The trainers usually take attendance at the beginning of class. If a student arrives late, it is the student's responsibility to approach the trainer at the earliest appropriate time, when it will not disrupt the class, and ask to be marked on the attendance roll.

For further information on attendance requirements, please see the Student Attendance Policy on the IKON Institute website or contact the IKON Administration office for a copy.

Distance Study

Students who live more than one hour's drive away from the training centre may apply to be classified as a 'distance student'. Please identify yourself as a distance student on enrolment. This classification allows for virtual attendance at tutorials, utilising IKON Institute's audiovisual conferencing facility, however it should be recognised that students will always gain more and develop a stronger relationship with the class group by attending the tutorials in person if possible.

Attendance at the four-day Intensive blocks is mandatory and cannot be accessed through the audiovisual conferencing facility.

The video conferencing facility ensures that distance students have access to tutorials. Homework will be allocated and distance students will need to be comfortable liaising with each other between formal tutorials to complete the study program. Distance students must be prepared to put in extra effort to address the additional challenges that may arise when studying by this mode of attendance.

You must have access to fast broadband Internet, and a headset with a microphone.

A Distance Study Information Sheet is available on the IKON Institute website or upon request.

Video/Audio Recording of Sessions

In the course of your studies, you will participate in sessions or classes that may be recorded by the trainers on audio or video recorders. The purpose of all such recordings is educational. Recordings may be used for teaching and learning.

A condition of enrolling in an IKON course/module or participating in an IKON educational program is that you consent to the use of any materials produced from these recordings for educational purposes.

Note: students are not permitted to record sessions or classes without formal permission. This also applies to photographing training materials (PowerPoints etc.).

Assessment

In order to graduate or to complete a module/unit of study, all module/course requirements and assessment exercises must be successfully completed. Assessment occurs in a variety of ways in the form of graded assignments, essays, tutorial work, practical work and class participation.

Assessments for all VET programs are graded as either Competent (C) or Not Yet Competent (NYC).

Competent is awarded to a student who has achieved all of the learning outcomes specified for that module/unit of study to the specified standard.

Not Yet Competent is awarded to a student who failed to achieve all of the learning outcomes specified for that module/unit of study to the specified standard.

Grading of individual assignments will be given to assist students to monitor progress. See the following table for the assignment grading system.

Grades will not appear on official transcripts; each module will show Competent or Not Yet Competent.

For further information on assessment requirements, please see the Assessment Policy and Procedures on the IKON website or contact the IKON Administration office for a copy.

Assignment Grades

The following grades are awarded for assignments:

High Distinction	HD	90 – 100
Distinction	D	80 - 89
Credit	C	70 – 79
Pass	P	60 – 79
Fail	F	59 or less

See the Assessment Policy and Procedures for more detailed information on the criteria for each grade.

Assignments

During each module, the lecturer will inform you of:

- Assignment tasks for the module/unit of study
- The due dates for the assignments.

Assignments are generally set at the start of a module/unit of study.

Late assignments handed in after the due date, without obtaining an extension, will attract a penalty rate of 5% off the grade for each day they are overdue.

Any student who is more than two assignments late will not be able to return to the course until these assignments are complete and the student has passed the module(s) in question.

Schools of Counselling & Psychotherapy & Creative Therapies:

All assignments are to be submitted in word format, via the electronic portal on IKON's website. This process will be communicated by the ESO's. Assignments will not be accepted if larger than 5MB. It is the student's responsibility to learn how to compress images to ensure the overall document size does not exceed 5MB. Assignments are marked and returned electronically to students.

Authentication of Your Work

Plagiarism (copying from unattributed sources) is not acceptable. All work presented for assessment must be your own work and you must acknowledge when you use the work or ideas of others using references and bibliographies.

You must read the IKON Institute's *Academic Integrity Policy and the Student code of Conduct and Misconduct Policy* where the possible penalties for academic misconduct are described.

Extensions on Assignments

If you have been ill or have experienced significant personal problems that have prevented you from handing in an assignment on time, or affected your academic performance, you should apply for an extension of time or special consideration. You must submit an application for extension via the electronic portal before the due date of the assignment.

Initial extensions will be made for 2 weeks only.

Applications for extensions of more than 4 weeks from the due date will not be considered without a letter from a medical practitioner supportive of your request. The maximum extension that can be granted is 4 months where exceptional circumstances prevent the completion of work.

Late assignments handed in after the extension due date may result in a Fail grade being recorded for your assessment and you may be required to pay and re-sit the full module and all assessments again.

The procedure for granting extensions on assignments is outlined in the Assessment Policy and Procedures.

Copyright

IKON and its students are required to comply with the **Copyright Act 1968-73**. It applies to any materials (printed, electronic, audio, visual). Under the Copyright Act you will not infringe copyright in someone else's material you are including in your scholarly work (essay or report), if you are using the material for the purposes of research or study and your use of the material is 'fair'. If it does not involve the taking of more than a 'reasonable portion' (less than 10%) it would be deemed fair, and you would not be required to get permission from the author/creator to reproduce their material, but you are required to cite its origin through appropriate referencing.

Triads and Case Studies

Triads and Case Studies are an extremely valuable method of practicing and consolidating the philosophical and technical information that is learned throughout the course.

Triads (referred to earlier on page 11 as 'practice sessions') are designed to allow students to further hone their abilities in a semi-familiar (with fellow students) capacity, whilst in the presence of the lecturer where required. These start in module 8 for the Advanced Diploma courses.

Within each triad session, students take on one of the following roles:

- Therapist
- Client
- Observer

There is a huge amount to be gained in the role of client and observer. It is only in exceptional circumstances that Dyads will be permitted i.e. an absence of a student in the observer role. TAT students are required to do 30 Triads as the Therapist, participating in approx. 90 triads in total. TPC students are required to do 20 Triads as the Therapist, participating in approx. 60 triads in total.

A Case Study is a series of 5 sessions with an individual client. Case Studies provide students with the opportunity to broaden their experience and further hone their expertise by working with clients who are over 18 years of age, are unknown to them and have no qualification in the student's field of study. Please remember that students are not permitted to conduct Case Studies or Placements with anyone whom they would have a first or second-degree dual relationship.

By undertaking a number of sessions with each case study client, the trainee therapist can also extend their case conceptualisation skills and experience a continuity of the therapeutic journey. For Transpersonal Art Therapy students, these commence after the completion of Module 11, 20 triads as the therapist, and successful completion of both the theory and practical exam. For Transpersonal Counselling students, they occur after the successful completion of 15 triads as the therapist.

Although some triad practice will occur during class time, students must be prepared to conduct both triad and case study sessions outside of class time.

Lecturers will provide detailed information and guidance on the format and assessment of triads and case studies as students approach this part of the course.

Placement

Supervised workplace experience, aka placement, is a part of all IKON courses, in order for the student to acquire workplace skills and knowledge. This experience prepares the student for professional employment. The IKON Institute has a *Student Placement Policy and Placement Code of Conduct* that all students must read and understand before they commence their Placement.

All students are encouraged and supported by IKON's dedicated Placement Co-ordinators, to find their own placement in a suitable organisation. Students will be given a comprehensive set of Placement Forms, all set in a pre-formed layout. The Co-ordinators must agree to all Placement Proposals at least 1 month prior to placements commencing. The Placement Co-ordinators are the primary point of contact regarding placement queries and they oversee students while they are undertaking work placements. IKON has an eligibility criterion for organisations to assess their suitability to host IKON students on their placement.

Insurance

IKON has a public liability insurance policy, which covers students while they are participating in their placement. Students will be supplied with a Placement Handbook and Placement Forms in a few modules prior to their placement (last) module.

Official Clearances and Extra Curricula Training

Nearly all host organisations will require placement students to have 'current' police checks. Currency varies from organisation to organisation. In South Australia, students are more than likely to need a DCSI Screening Clearance, usually instead of a police check, though occasionally students are required to have both. Both of these clearances can take a minimum of 6 weeks to process, sometimes much longer if there is a name match, or if a student has a criminal history. IKON will assist with paperwork for the DCSI clearance, but students need to commence the application process at least 3 months prior to commencing placement.

Any students with a criminal history are advised to complete this process prior to enrolment. This is due to the fact that any disclosable offences are likely to significantly impact on the likelihood of getting work in the field.

Many host organisations will also require students to have completed the Child Safe Environments-Responding to Abuse and Neglect training by an approved provider; and Youth Work students will usually be required to have a current First Aide qualification. If you do your placement in a hospital, it is likely you will need to provide evidence of your immunisation status and may need to be immunised. Extra-curricula trainings, screening clearances and immunisations must be undertaken at student's own personal cost.

For the Advanced Diploma of Art Therapy and Advanced Transpersonal Counselling courses, students must have completed the following pre-requisites prior to undertaking placement:

- Attended Modules 2 – 11 and fulfilled the 80% attendance requirements
- Successfully completed all assignment and assessment requirements for modules 2 – 7
- Completed 20 Triads as the therapist
- Successfully completed theory and practical exam
- Or have Recognition for Prior Learning status for modules not completed (refer page 16)

Students may begin to research and source a placement any time from Module 8 onwards.

The IKON Institute has a Student Placement Code of conduct that all students on placement must follow.

Students on placement are required to:

- Adhere to relevant professional codes of ethics
- Demonstrate a high standard of honesty, integrity and social responsibility
- Conduct themselves in a manner that reflects well on the IKON Institute
- Comply with the rules and regulations of the organisation in which they are placed.

Students cannot commence placement, until the Placement Co-ordinator has granted approval.

Professional Training Supervision

TPC, TAT and Diploma of Counselling, students are required to attend 6 group supervision sessions during their placement. IKON provides these group sessions, called PODs, with an IKON appointed supervisor. PODs are designed to provide students with professional support during their practicum. Dates and times for these sessions will be arranged with students. Community Services students are required to attend 2 POD sessions.

TAT and TPC Theory and Practical Exams

A written theory exam and a practical exam are scheduled towards the end of the course.

The theory exam takes 2 hours for TAT, and 90 minutes for TPC, and students will be given at least 3 months notice of the date. ALL students must attend the theory exam in person.

For the practical exam, students will be asked to arrange a time to conduct a therapy session with an unknown person. The session will be observed and assessed by a lecturer.

Supplementary exams will be scheduled for students who do not pass in the first instance.

Graduation

Students who have:

- Successfully completed all course components leading to the award of an AQF qualification prior to the scheduled cut-off dates, and
- Paid all course fees in full

are entitled to graduate and receive a Parchment and an Academic Record at an IKON Graduation. Graduations are held mid-year between June and August each year and if required in February/March.

The Conferral of Degrees and Awards Policy describes procedures for issuing of certificates, Parchments for qualifications and records of results by the IKON Institute of Australia in accordance with Australian Qualification Framework (AQF).

There is no charge for Parchment and Academic Records, issued at Graduation. A \$40 fee applies for issuing a replacement Parchment or a replacement Academic Record.

Fee for Statements of Attainment

Students who complete part of the requirements of an AQF qualification in which they are enrolled, can request a Statement of Attainment. Statements of Attainment can be obtained prior to completion of an AQF qualification.

If you request an end of course Statement of Attainment and you have achieved all your course competencies, it can be issued from the first week of May of your graduating year. **Every Statement of Attainment will cost \$40 per Statement.**

Recognition for Prior Learning (RPL) and Credit

If you are seeking RPL for credit for any part of your course, your application for RPL must be submitted and assessed before you start the course. Applications for credit for a specific course may not be accepted after the course has commenced.

IKON Institute has a policy on *Application, Selection and Credit* that describes the principles and procedures for applications for enrolment in education courses offered by the IKON Institute of Australia, the selection of students and the granting of credit toward attainment of accredited awards. Any students wishing to gain RPL should read the policy and seek advice from the IKON administration office in the first instance regarding the documentation required to support an application for RPL or credit.

The Cost of RPL is \$200 per Module

Prior learning, whether formal academic or other industry training, is assessed and translated into course credit on a case by case basis. The granting of credit is based on detailed transcripts, curriculum statements, course notes and readings and job descriptions as well as examples of workplace reports produced, and other appropriate evidence.

Special Learning Needs

Students with special learning needs can speak with their lecturer to discuss possible alternative assessment strategies. See the Assessment Policy and Procedures for information on adjustment of assessment.

Student Code of Conduct

The Student Code of Conduct applies to all students. Please ask the relevant ESO if you have any questions regarding the Code of Conduct. A copy is included at the end of this Handbook.

Grievances and Appeals

Academic Appeals

IKON will take all reasonable steps to ensure its academic assessment processes are fair, objective and consistently applied. IKON recognises the right of students, where reasonable grounds exist, to appeal against an academic assessment and other decisions and will ensure academic appeals are dealt with quickly and impartially.

The procedure for making an appeal is described in the Grievance Policy. If you are not satisfied with the outcomes of an appeal, you can refer to the Department of Further Education, Employment, Science and Technology on (08) 8226 3065 or the National Training Complaints Hotline on 1800 000674 or The Ombudsman.

Student Grievance Officers

South Australia

For grievances relating to the Creative Therapies School, please contact:

GILLIAN BIRCH
gillian.birch@ikoninstitute.com.au
Ph: 08 8350 9753

For grievances relating to the Counselling and Psychotherapy School, please contact:

CASSANDRA PERRY
cassandra.perry@ikoninstitute.com.au
Ph: 08 8350 9753

For grievances relating to the Community Services School, please contact:

KUNTHEAR YI
kuntheary.yi@ikoninstitute.com.au
Ph: 08 8350 9753

Student - Student Issues

Working closely together, the building of trust and support in the student group is extremely important for the positive maintenance of IKON's education programs. Bearing this in mind, we expect all students to treat each other with care and respect. This means open communication is essential as we begin to learn about each other.

We view problems and issues as a learning opportunity and always seek a healing outcome. Problems are typically not so much about right and wrong, they are about learning ways to resolve conflict and difference in a mature and professional manner. If prevention has not worked, and a problem does arise, it is up to the students involved to raise the issue and discuss it together for clarification and resolution.

If the issue does not resolve, then it is recommended that the students involved approach their current trainer and if the problem is still unresolved, take the matter to the relevant ESO, who will direct you to the appropriate person.

This is a very good example of the importance of maintaining your ongoing personal counselling.

Student - Staff Issues

IKON staff endeavour to provide the most professional, up to date, and caring service to students. They also have a responsibility to deliver the appropriate course content, be attentive to student needs and provide an exemplary role in all demonstrations.

It is very important that any difficulties between students and staff are addressed as soon as possible. In most cases, discussion of the concern with the staff member will resolve the matter, however where this informal approach does not lead to an acceptable resolution, the student may pursue the formal process as outlined in the Grievance Policy.

Points to note when communicating with IKON staff (Teachers and Administration staff):

You're welcome to ask questions. We will make all reasonable efforts to help you. Please be mindful that there is a possibility that you might not hear the answer you were hoping for. If you don't, please manage your disappointment.

If you have suggestions for improving your student experience then you're welcome to let us know. We're open to feedback. Please be mindful that there is a possibility that your suggestion won't be actioned, or it won't be actioned in a fashion timely enough for you to yield the benefits. Changing things for the better is something we value, but there are often a lot of related parts that are affected behind the scenes, and so the rate of change may be delayed.

Student Support

Student Contact Lists

Students will be given the option of being included in the class contact list, to be shared with your classmates. The class contact list contains the name and email addresses of fellow students in your class and will only list your contact details with your permission.

Staff Contact

Please ensure that you identify the correct person to most effectively deal with your correspondence. In particular, be sure to contact your lecturer or tutor in the first instance, followed by the state based coordinator. In South Australia, your state based Coordinator is the Education Support Officer. By doing this you will ensure that your query is dealt with in the most professional and timely manner. Refer to page 7 for information about the person most relevant to your query.

Students can contact academic tutoring and lecturing staff by email. The trainers will give the students their email addresses in class. In some instances, a trainer may give students their mobile phone number. Your tutors and lecturers will provide you with their contact details to ensure that they are available to help you with your studies. We ask that students are discreet with this information and respectful as to when they make contact. If contacting a trainer on their mobile phone, please do so only during business hours.

NB: some trainers have a separate and specific email address for communication with IKON Students.

Student Evaluation on Courses/Subjects/Modules

We are committed to maintaining and improving the quality of IKON Institute's educational programs and services by distributing student surveys and course evaluations. These provide an opportunity for you to comment on the courses, services, and facilities. All student surveys and course evaluations can be anonymous and any comments you make will be treated in confidence. Your comments are valuable and need not be restricted solely to surveys.

IKON requests that students fill in electronic feedback forms at the end of each module.

Other Student Feedback

A Quality Improvement Report form is available to students in addition to student evaluations. If you wish to make a constructive comment or you have identified an issue that you believe requires attention, please fill out the form. The Institute will respond to you on the matter within 5 days.

Feedback from Student Interviews

IKON lecturers or Heads of School may conduct periodic student interviews to catch up with students, identify any concerns, and review how students are progressing with their course work.

Mandatory Therapy Sessions

Personal development is an integral part of the IKON programs and this aspect can be occasionally unsettling for some students, or give rise to a certain degree of emotional upheaval.

Consequently, it is a course requirement that all DoC, TAT and TPC students have at least one personal counselling/therapy session per module/unit of study. Compliance will be checked half way through your course.

An onsite Counsellor/Art Therapist is available for low cost appointments.

Students need to see an appropriately trained and qualified practitioner in Counselling and/or Art Therapy. It is recommended that students have their sessions with an IKON graduate (a list is available from the IKON Administration office), as the therapy will be consistent with IKON Institute's training and healing philosophy. IKON recommends that Art Therapy students engage in a minimum of 6 sessions specifically with an Art Therapist.

Students should ask their practitioner to fill out the Personal Counselling Record form (available from the IKON website or Head Office) to record and verify their attendance at sessions. The Personal Counselling Record will need to be submitted at Module 6 and again at the end of the course along with the final work placement documentation.

Please note that Community Services and Mind Body Medicine/Kinesiology students are not required to engage in mandatory personal counselling, yet lecturers will make appropriate referrals to specialised support services outside of IKON where required.

Learning and Support

Lecturers monitor student progress together with the Heads of School. Students who are encountering personal or academic difficulty should speak to their lecturers, the IKON State Co-ordinators or the Education Support Officer.

Academic and career advice is provided informally throughout the course.

Learning assistance may be available from your lecturer or tutor. They may direct you to resources the Institute can provide or to other sources of assistance.

Student Downloads

Please refer to this section on the IKON website.

Note Taking in Class

IKON does not provide copies of training Power Points, in order to protect Intellectual Property. This includes NOT taking photographs or screen shots of slides. Students are required to keep thorough notes.

Course Materials

Module Handbooks

Handbooks are issued at the start of each module or topic. The handbooks contain the study notes, assignments and relevant readings.

A Student Placement Handbook and Placement Forms are issued to students approaching their Work Placement to assist with the procedures required to undertake and complete the work placement component of the courses.

Art Materials

IKON provides basic materials required for undertaking Art Therapy courses (included in the price of the course). These supplies are for use at IKON during class. Items include drawing paper, clay, primary paint colours, clay-modelling tools, paintbrushes and pencils, oil and chalk pastels, for sharing during modules and tutorials.

Students will need to purchase an art therapy kit prior to undertaking triads and case studies in the second half of the course. Students can elect to buy an inexpensive small kit, or a larger more expensive set of materials. These materials will also serve you as you begin your career as an art therapist.

Tuition Fees

Tuition Fee Payments

Students have four options for payment of course fees:

1. Payment in full upfront
2. Payment by direct debit instalments
3. Deferral of fee payments through the VET FEE-HELP government loan scheme
4. Part payment upfront/installments, remainder VET FEE-HELP

Tuition Fee Payments by Direct Debit Instalments

Students who are paying fees by direct debit need to ensure that the required level of funds is available in their accounts so that their monthly payments can be accommodated. Direct debit payments will be processed on the 15th of each month.

If the required funds are not available at the time of processing and IKON incurs a fee, this will be passed on to the student. If you need to change your payment arrangements, you must contact the Finance Administration Manager by the 1st day in the month that you want the change to occur.

VET FEE-HELP

For information on deferring your tuition fees through the VET FEE-HELP loan scheme please refer to the VET FEE-HELP Information booklet, available from IKON, or online at:

<http://studyassist.gov.au/sites/StudyAssist/HelpfulResources/Documents/2014%20VET%20FEE-HELP%20booklet.pdf>

Deferral & Withdrawal

If for some reason you wish to defer or withdraw from a course or you wish to change the course you are enrolled in you must notify IKON in writing or by email as soon as possible.

In the first instance we will arrange for you to speak with the Education Support Officer or Head of School prior to formally submitting your Application for Deferral / Withdrawal form.

Please refer to the Deferral and Withdrawal Policy on the IKON website for full details on the procedure.

The Application for Deferral / Withdrawal form will be forwarded to you following receipt of the outcome report from the student support interview. The completed form must be submitted prior to the respective census date.

Tuition Fee Refunds

The IKON Institute will issue full refunds of tuition fees paid for training not delivered in the following circumstances:

- An offer of a place is withdrawn; or
- The Institute cancels a course; or
- The student fails to meet course progression requirements and is subsequently not permitted to continue the course. The student is eligible for a full refund of pre-paid tuition fees for course units not yet attempted.
- A student withdraws from a unit of study on or before the census date for that unit

In any other circumstances, a refund of tuition fees paid upfront will only be considered if verifiable medical circumstances outside of your control prevent you from continuing in your course of study.

All refunds will be paid within 28 days of receipt of the Application for Deferral / Withdrawal Form.

Census Date

A census date is the date during the module/unit of study by which your enrolment requirements for that subject must be finalised.

Census dates cannot be changed or extended.

Withdrawals before or after the relevant census date have different consequences (see the Terms and Conditions of Enrolment).

The census date is important because it is the deadline for all of the following:

- Finalising your enrolment;
- Completing and submitting your VET FEE-HELP form;
- Paying part or all of your fees up-front, if you wish to pay up-front;
- Providing your Tax File Number, if you have requested a VET FEE-HELP loan.

If you are enrolled in Modules/units of study as a VET FEE-HELP student, at the close of business on the census date you will incur a VET FEE-HELP debt for that module /unit of study.

Census dates for each module/unit of study can be found on your course timetable. They are also published in the Schedule of Fees on the IKON Institute website.

Safety

IKON recognises its responsibility to provide and maintain an environment for its staff and students, which is as safe and as risk free as possible. IKON staff and students are expected to take reasonable care with their own health and safety, and that of anyone else who may be affected by their actions.

Emergency Procedures

Standard response procedures have three components:

Assess: The first person on the scene should assess the nature of the emergency situation and contain the situation where possible.

Notify: The first person on the scene should notify the most senior IKON staff member present who will inform the CEO as soon as possible. IKON Staff will notify the emergency services as necessary

Respond: The most senior member of IKON staff present at the time will take charge of the situation and immediately notify the CEO.

The CEO will form an Emergency Response Team, which will mobilise resources and determine the most appropriate response strategies.

The response in specific circumstance will be informed up-to-date advice from the police and the State Emergency Services.

All staff and students have a responsibility to work safely, taking reasonable care to minimize risks.

Students with OHS concerns or information about a hazard they noticed should contact their lecturer, the state-based coordinator, or the IKON Head Office.

Student Safety Responsibilities

Students have a responsibility to:

- Report all accidents, 'near-miss' incidents, unsafe working practices or working conditions to the appropriate person
- Assist in accident investigations where appropriate
- Use and care for equipment that is provided for OHS purposes
- Obey any reasonable instructions given in relation to OHS
- Ensure that they are not, by the consumption of alcohol or drugs, in such a state as to endanger the health and safety of themselves or others

Emergency Evacuation

Emergency exits are clearly marked at each campus. Please make sure you know where these exits are located.

First Aid

First Aid supplies are kept on site at each campus. Your lecturer will inform you of the location at the start of your course.

Fire Procedures

In the event of a fire, or the fire evacuation alarm sounds:

- Remain calm
- Remove yourself and other persons from immediate danger using the safest emergency exit
- Alert others
- Assist the mobility impaired
- Follow staff/fire warden instructions
- Do not re-enter the building until instructed it is safe to do so by the State Emergency Services Personnel

Student Services

Academic Language and Learning Support

Students are advised to approach their lecturers with content specific questions, and Education Support Officers for learning support.

Academic Language and Learning support services provided by IKON include:

- Free study skills workshops, presented by the Heads of Faculty, at commencement of new courses covering:
 - Academic integrity
 - Research skills
 - Critical thinking
 - Note taking
 - Report writing
 - Referencing
 - Study skills
- Ad-hoc workshops developed and delivered in response to student need (may be requested by member of Academic Staff, Education Support Officer, Head of Faculty or Students).
- One-on-one student academic language support, provided by the Education Support Officer upon student request (may also be recommended by Academic Staff or initiated by Education Support Officer in response to Student progress).
 - Students may schedule an appointment slot, or take advantage of the opportunity to casually drop-in during available times.
- Study Skills Handbook distributed to all students.
- Online access to academic language and learning support resources.
- Timetable and planning support.
- Learning Support Strategies - provided through individual sessions with Academic Staff at student's request.
- Academic issues.

Student Welfare Services

IKON Institute offers all student access to sessions with trained Counsellors at a minimal cost, as part of their training course. The Education Support Officers are available to students to help them access study support and welfare-related services such as:

- Legal Services - IKON Institute can refer a student who requires a legal practitioner; the referral is at no cost to the student. Students are responsible for any costs related to the legal advice/services provided.
- Facilities and Resources - at orientation students are given a guided walk-around of the IKON Institute facilities, and acquainted with the resources available for their use.
- Complaints and appeals processes - the complaints and appeals policy and procedure is detailed on the website and made available from administration at any time. The policy is specifically explained during orientation and outlined in the Student Handbook.
- Students are able to book private counselling sessions with student counsellors on campus. The counselling fee is a nominal amount payable by the student to the counsellor.
- The Student Placement Officer will assist students in sourcing appropriate placement opportunities for undertaking the compulsory work placement component of their studies.

The Student Code of Conduct and Code of Practice

In all their interpersonal interactions with other members of the Institute's community, students are expected to:

1. Honour the Student Code of Conduct;
2. Comply with the policies and procedures of the IKON Institute;
3. Honour the confidentiality of information provided by other students;
4. Respect the political, spiritual and personal beliefs of colleagues and recognise the benefits that individual learning styles, needs and points of view bring to the classroom;
5. Attend class appropriately dressed;
6. Treat other students, teachers and members of the Institute's community with respect and courtesy;
7. Refrain from intimidating or bullying behaviour towards others and from harassing, discriminating against or vilifying other members of the Institute's community on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs, opinions or background in accordance with policy and with Government legislation;
8. Use IT facilities provided by the IKON Institute of Australia in an appropriate and legal manner;
9. Comply with directions given by IKON Institute officers to promote good order and management;
10. Recognise and respect the student/teacher relationship and act accordingly in class;
11. Recognise and respect the student-to-student relationship and act accordingly;
12. Conduct their affairs with IKON with honesty, integrity, respect and courtesy.

In learning through practising transpersonal counselling and art therapy and related clinical practice, students are expected to:

1. Recognise that the IKON Institute is not a clinic and techniques demonstrated with students during modules and practice sessions are not treatment. Personal therapeutic issues should be managed outside of the learning process;
2. Only use the specified techniques during subject practice times unless otherwise informed;

3. Understand that studying at the IKON Institute of Australia does not license students to diagnose, prescribe or to provide treatment, or to try to solve problems, diagnose or treat others students. Therefore, when finding an issue to work with, students should always select something manageable rather than choosing a major crisis;

4. Recognise that the philosophy of courses taught at the IKON Institute of Australia is to facilitate self-healing through the client's own healing mechanisms;

5. Honour the confidentiality of information provided by other students; and keep all personal material confidential;

6. Call on the help of an instructor whenever emotional issues arise during practice time that give rise to doubt about what to do, or to the student feeling vulnerable, exposed or needing assistance;

7. Refrain from inappropriate physical or verbal conduct of a sexual nature. This may be a reason for expulsion;

8. Use supportive language during practice time, and refrain from any inappropriate language, behaviour or verbal abuse;

9. Participate in class and allow others to participate, including sharing class time, listening to others and taking turns during discussion;

10. At all times maintain professional boundaries and ask a lecturer for clarification or assistance when required.

Terms and Conditions of Enrolment

All applicants must read and agree to these terms and conditions prior to enrolling in the course.

Payment of fees:

- The student agrees to pay the tuition fees and additional charges in accordance with the 2014 Fee Schedule;
- Additional charges may include a fee for late enrolment (\$50).
- Fee may be paid directly to IKON Institute of Australia or deferred through the Commonwealth Government's VET FEE-HELP student loan scheme;
- Payment of semester/module tuition fees in full OR your signed direct debit agreement OR your completed Application for VET FEE-HELP form must be received no later than the ENROLMENT CLOSING DATE as published on the IKON Institute website.

Withdrawal/Deferral from Units of Study

(Refer to Deferral and Withdrawal policy at www.ikoninstitute.com.au)

All applications for withdrawal/deferral from units of study must be submitted on the prescribed Deferral/Withdrawal Form (available from the IKON Head Office) and addressed to the Education Support Officer.

For VET FEE-HELP students:

If the student has requested VET FEE-HELP assistance for their study, they will incur a VET FEE-HELP debt for the unit(s) of study and will be legally required to repay this debt. In cases of special circumstances* preventing completion of the unit(s) of study, the student can apply in writing to the IKON Institute of Australia within 2 months to have the VET FEE-HELP debt re-credited proportionate to the unused tuition period;

For non VET FEE-HELP students:

No tuition fee refund is payable for withdrawal/deferral after the unit of study census date and tuition fees remain due and payable by the student. However in cases of special circumstances* preventing completion of the unit(s) of study, the student can apply in writing to the IKON Institute of Australia within 2 months to have the unused portion of fees refunded.

*Special circumstances are outlined in the Deferral and Withdrawal policy, which is available from IKON Institute Head Office (Ph: 08 8350 9753) and published at www.ikoninstitute.edu.au.

Non-Attendance

No refund or release from financial commitment will be granted for non-attendance.

Fee Protection

Student fees are protected by Australian Government recognised Tuition Assurance Scheme through the Australian Council for Private Education and Training (ACPET).

In the unlikely event that IKON Institute defaults and is unable to provide a course of study or continue a course of study, ACPET will arrange for students to enrol in a similar course of study and receive full recognition for any successfully completed units of study already undertaken.

Under these circumstances, students will not be charged for any unit of study they have already paid for at IKON Institute.

IKON INSTITUTE OF AUSTRALIA

Code of Practice

As part of the Australian Quality Training Framework (AQTF), all Registered Training Organisations (RTOs) must be compliant with Commonwealth and State legislation and regulatory requirements. This Code of Practice documents how the IKON Institute's services meet the AQTF requirements. Detailed information about the policies and practices of the Institute are provided in the appropriate sections of the IKON Institute's website and Student Orientation Handbook.

For the purposes of this Code 'client' is a person or organisation who may enter into a contract with the IKON Institute for the delivery of education and training services.

Provision of Accurate Information

- Our marketing and advertising to prospective clients is ethical and accurate.
- Prospective clients will be informed before they enrol of all costs and charges they are likely to incur throughout the course.
- The IKON Institute has fair refund policies documented in the Terms and Conditions of Enrolment. These are provided to each client prior to enrolment. In the event that the Institute is not able to fulfil its obligations, measures are in place to ensure that clients either receive the service from another RTO or a refund is issued where possible.
- We ensure that academic, financial and other records maintained by us are complete and accurate. Records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by the client or under law. Clients may view their own records to confirm their accuracy and completeness.

Access and Equity

- We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligation we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- Our policies and procedures ensure that clients are treated fairly and receive all reasonable assistance to successfully complete the course once accepted for enrolment.
- We will deal fairly and constructively with concerns and complaints about our services.

Industry Engagement and Recognition

- We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge that meets the standard of performance required in the workplace.
- Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where training or assessment occurs in a workplace, evidence of performance will contribute to our assessments.
- Our teaching and assessment staffs continuously engage with industry to ensure their knowledge and skills reflect current industry practice.

Quality of Training and Assessment

- The IKON Institute is committed to continuously improving the services it offers and will seek feedback about the services provided.
- Our organisation is a Registered Training Organisation under the Training and Skills Development Act 2008. We ensure that at all times our operations comply with the legislation and the Australian Quality Training Framework standards to be met by each Registered Training Organisation.

Recognition of Skills, Knowledge and Prior Learning

- We recognise that clients may hold skills and knowledge that are relevant to course outcomes. We will assist clients to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.
- Clients who have completed relevant units of competency with another Registered Training Organisation will automatically receive credit toward completion of their qualification.
- We offer learning and assessment services that as far as practicable meet individual learning needs. Where possible, we can tailor training programs to meet individual needs and will offer a range of learning and assessment resources.



Student Declaration

Please remove this page from your handbook, sign and return to your trainer before the completion of Module 1.

IKON Institute of Australia is a Registered Training Organisation
Provider Number 40263

I have received a copy of the student handbook. I have read and understood the policies and procedures contained in the student handbook (and discussed in the orientation session), and I agree to all the policies and procedures contained therein.

I agree to abide by the rules and conditions of IKON Institute of Australia. I understand my responsibilities and consequences for breaching this agreement. I also understand the need for ongoing personal counselling/art therapy during my studies.

Group Code (incl. state eg SADC1, WATAT4, QLDTPC2):

Full name of student (Please Print):

Residential Address of Student:

.....

Signed:

Date: