

## Fascial Kinetics Student Policies

Below are the Fascial Kinetics policies concerning assessment, record keeping and the complaints process. If you have any questions regarding these policies please discuss them with your instructor, or the Principals of Fascial Kinetics.

### **1. Assessment Policy**

Fascial Kinetics undertakes relevant and appropriate assessment of all students for all modules of study that form part of their course. Assessment pieces closely reflect the aims and learning outcomes of units of study as outlined in the Unit Descriptors. These Unit Descriptor learning outcomes reflect the units of competency, elements, performance criteria, and essential knowledge and skills documented in the National Health Training Packages.

The process of assessment enables Fascial Kinetics instructors to form a judgment about the extent and quality of students' academic performance.

The aims of assessment are to:

- Measure the extent and quality of students' academic performance
- Enhance and promote future learning and study via feedback from the assessment process
- Enable students to evaluate the quality of their own work as part of a commitment to life-long learning and on-going professional development
- Provide feedback on the teaching process to facilitate continuous improvement
- Improve the curriculum (modules of study and courses)
- Certify academic performance for external stakeholders (employers, other education institutions, government bodies).

### **Assessment Strategy and Design**

Assessment pieces and methods may take various forms, and the Assessment Strategy for a module of study is documented in each unit's Unit Descriptor. Students are provided with clear instructions of the assessment requirements for a unit of study in each module's Student Module Guide.

Fascial Kinetics' assessment practices are generally based on criteria-based assessment principles. Criteria-based assessment is the process of comparing the quality of a student's work with specified, pre-determined criteria which are related to the learning outcomes for a study module. Criteria-based appraisal is undertaken independently for each student rather than by comparison with other students' quality of work. The assessment is not graded, rather students are assessed as competent or not competent. If a student has been assessed as non competent, they are given the opportunity to be reassessed once they have acquired the necessary skills.

### **Assessment of Modules of Study and Units of Competency**

Fascial Kinetics delivers its courses by modules of study rather than as units of competency. Generally essential knowledge and skills are delivered and assessed in the various modules which comprise a course, while the elements and performance criteria which form the units of competency (e.g. from National Health Training Package qualifications) are assessed throughout the course in their competence in the execution and application of practical Bowen Therapy in a simulated clinic environment; in written application in the open book distance education workbooks; in oral presentations; and case studies as the essential knowledge and skills are integrated and applied to clinical situations.

## **2. Record Keeping, Confidentiality and Access Policy**

### **Record Keeping**

Fascial Kinetics maintains complete and accurate records of registration, enrolment, academic progress and financial status (including charges, payments and balance due) of its students. All student details are secured in Fascial Kinetics' confidential student filing system. It is the student's responsibility to ensure that their personal details, including address, email and phone number, are current and correct. Any change to personal details should be provided to the instructor so that the student's file is current and accurate.

### **Confidentiality**

The Privacy Amendment (Private Sector) Act 2000 prohibits Fascial Kinetics from providing any student details to any person other than the student, without consent by that student. Matters relating to enrolment, fees, results and any other personal issues will only be discussed with the student unless permission has been provided by the student permitting access to the student's information.

Fascial Kinetics complies in all ways with the Privacy Amendment (Private Sector) Act 2000. Personal information provided to Fascial Kinetics by students is maintained in strictest confidence. According to legislation Fascial Kinetics may be required to provide the partnership Registered Training Organisation (RTO) or government departments with student enrolment details. Students are required to consent to the provision of this information at the time of enrolment.

### **Student Access to their Records**

Students may submit a written request to access their records. Fascial Kinetics will provide the student with access to their records within one week of receipt of the request.

### **3. Complaints and Appeals Policy**

Fascial Kinetics undertakes to ensure that all complaints, disputes and appeals will be dealt with in a professional and confidential manner, with a view to achieving a satisfactory resolution. All complaints and appeals will be managed fairly and equitably and as efficiently as possible. All parties will have a clear understanding of the three stages of the procedures through which a complaint may be dealt with. The complainant and respondent will not be victimized or discriminated against as a result of a complaint or appeal being raised, or at any of the stages of the procedures. Fascial Kinetics encourages complainants and respondents to approach complaints or disputes with an open view, and to make every attempt to resolve the issues through discussion and reconciliation.

This policy provides an avenue for processing most complaints. Where an issue cannot be resolved through direct discussion and conciliation, the complainant may choose to proceed with further stages of the complaints and appeals procedures as may be appropriate. The complainant and/or respondent have the right to be represented by a third person (fellow student, friend, family member, staff member) at all stages of the process.

Fascial Kinetics undertakes to resolve any complaint or grievance referred to us within ten working days of receipt of the complaint. Meetings and discussions relating to a complaint or appeal will be recorded in writing at every stage of the process. Outcomes of written (formal) complaints will be communicated to the complainant in writing.

Fascial Kinetics complies with the *National Privacy Principles* as documented in the Privacy Amendment (Private Sector) Act 2000 in respect of the collection, use and disclosure of personal information from individuals. Records of formal complaints and appeals, including their outcomes, will be kept confidentially and securely.

#### **Procedures for Complaints**

Students enrolled in any Fascial Kinetics course have access to a three stage grievance process for both academic and non-academic grievances.

Academic complaints may relate to dissatisfaction with the procedures, quality of service, or outcomes provided by Fascial Kinetics in respect to:

- Delivery of education and training
- Assessment of education and training, including Credit Transfer and Recognition of Prior Learning
- Student progress
- Issuing of results, statements of attainment, awards
- Any other activities of relating to the delivery of education and training and assessment, including a student's appeal of her/his academic results or grades.

Non-Academic complaints may relate to:

- Unfairness and injustice
- Discrimination
- Harassment
- Sexual harassment
- Facilities
- General complaints including dissatisfaction with services

### **Stage 1: Informal procedure**

- a) The aggrieved student or staff member should discuss the matter informally with the person/s in question, with the view to resolving the issue.
- b) If this is impracticable or unsatisfactory, the complainant is encouraged to discuss the matter with the Principals.

### **Stage 2: Written complaint/appeal**

If the issue has not been resolved via the first stage of the process, or if the complainant or respondent does not feel that stage 1 is appropriate for the resolution of the issue, a written (formal) request for resolution may be made to the Principals. The matter will be investigated by relevant staff (e.g. Principal, Instructors) and an outcome determined within 30 days of receipt of the resolution request.

Written appeals of grades or results must be submitted to Fascial Kinetics within 14 days of receipt of the assessment result. The outcome of the grievance investigation will be documented and provided in writing to the complainant.

### **Stage 3: External Grievance Resolution**

If the complaint or appeal remains unresolved, the complainant may request that it be dealt with through an external grievance resolution process. This process will take the form of an independent external review. The Australian Council for Private Education and Training (ACPET) provides an independent mediation service. Request for mediation must be made in writing to the Fascial Kinetics Principals. Fascial Kinetics undertakes to ensure that this process is carried out within a reasonable time, normally within 30 days. There may be a nominal cost to the complainant for this stage of the process.

Contact – your instructor or Lynne Brown & Mark Hunter – Principals, Fascial Kinetics  
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