



Australian
**Chiropractic
College**

Student Handbook 2022

Institute of Higher Education
TEQSA Provider ID: PRV14283
CRICOS Provider ID: 03943F

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1 Welcome to the Australian Chiropractic College

The purpose of the Australian Chiropractic College (ACC) Student Handbook is to guide you through all aspects and expectations of your chiropractic educational experience. The Handbook is a useful go-to guide for all aspects of college life and summarises the policies and processes that govern the program. It is updated each year and is valid for the academic year stated on the front cover. All commencing and continuing students are advised to be familiar with the policies and procedures it describes.

It is each student's responsibility to understand the policies and rules that guide their studies at the College. Students are assumed to have read the Handbook and to be familiar with College expectations.

The Handbook is oriented toward chiropractic practice. The ACC may update the student handbook at any time. Students are notified of the changes through the College email system. The Student Experience Manager is responsible for the content and for notifying students of changes. Any alterations or additions to the Handbook during the academic year will be updated on the ACC website.

2 General Information

2.1 ACC Campus

The ACC campus is in Dowie House, at 83 – 89 Currie Street, Adelaide. Opening hours are from 8.30am – 5pm, Monday to Friday. The campus is not open on weekends or public holidays unless a special event is in progress.

Contact details

Phone: (08) 7082 1500
Email: admin@acc.sa.edu.au
Website: www.acc.sa.edu.au
Postal GPO Box 1709, Adelaide 5001

Accessing Level 1 on Campus

You can reach Level 1 at the campus via the lift between 8:15am and 5:00pm from Monday to Friday. Outside of these hours the lift will not stop at Level 1. ACC staff are issued with a swipe card to access the building and lift outside of office hours.

ACC Website

The ACC website is www.acc.sa.edu.au

Please explore this website during your orientation and before the semester commences. The ACC website contains all the information you need, including admissions, program details and structure, policies and procedures, student support, student and campus life, career development, key dates, and the academic calendar and class schedules.

Item	Website link
Bachelor of Chiropractic Course Structure	acc.sa.edu.au/study-with-us/program-structure/
Key Dates, 2022 Academic Calendar, Weekly Class Timetable, and Schedule of Fees	https://acc.sa.edu.au/calendar-and-key-dates/
Policies	https://acc.sa.edu.au/policies/ Please especially note the following. Code of Conduct Health and Safety Academic Integrity Academic Progress Assessment of Coursework (including extensions) Attendance Grievance Management (Non-Academic) Student Academic Appeals Procedure Student Loans and Fees Policy Student Support Students at Risk

2.2 ACC People

Who to contact and where to go for important information.

Who	Assistance
Administration & Front Office admin@acc.sa.edu.au	Assistance with admission, general course info, fees, FEE-HELP, student cards, photocopying, IT support, wi-fi access, lost property, campus supplies.
Daniela Calvario Student Services Officer daniela.calvario@acc.sa.edu.au	Initial point of contact and liaison person for all external course related queries including study pathways and course applications.
Kerry Kingham Student Experience Manager kerry.kingham@acc.sa.edu.au	Enrolment and study pathway advice, academic support, academic counselling, disability support, timetables, results, policies and procedures, grievances and your experience at ACC.
Personal Support Counsellor Details provided at Orientation, on Moodle and available from College reception.	If you require personal support for non-academic issues that are affecting your ability to study, ACC provides support via an external counsellor.
Mark McAllister General Manager mark.mcallister@acc.sa.edu.au	Campus facilities and equipment, contractors, cleaning, security, IT and WHS issues.
Jane Shute Finance Administration Officer jane.shute@acc.sa.edu.au	Fees and FEE-HELP, invoices and payments.
Janiece Pope Librarian (Monday) janiece.pope@acc.sa.edu.au	Library assistance
Your Unit Lecturer	Unit content, assessment, examination.
Your Unit Coordinator	Unit related that can't be resolved with your lecturer:
Assoc Prof Navine Haworth Academic Dean drnavine@acc.sa.edu.au	
Dr Patrick Sim President patrick.sim@acc.sa.edu.au	

3 The Bachelor of Chiropractic Program

The curriculum model followed by the ACC builds upon the model gifted by the New Zealand College of Chiropractic (NZCC). The NZCC model has been modified to suit the Australian chiropractic landscape, and to reflect the requirements of The Australian Qualifications Framework (AQF), for degrees and degree-related programs, and other regulatory requirements such as the Higher Education Standards Framework (Threshold Standards) 2015. The ACC model, like that of NZCC, is based on a commitment to openness and clarity of learning outcomes and assessment standards.

3.1 Definitions

ACC uses the following definitions when referring to the Bachelor of Chiropractic:

- **Course:** The equivalent term used by the ACC is 'Program', which refers to the Bachelor of Chiropractic degree.
- **Subject:** A scientific or professional discipline or body of knowledge which forms an essential part of the degree program curriculum. Subjects at the ACC comprise one or more units of study.
- **Program (or Degree Program):** The ACC Bachelor of Chiropractic Degree.
- **Unit (or Unit of Study):** An element of a subject (as defined above) that has specified student learning outcomes and requires satisfactory performance in assessments that measure student performance regarding learning outcomes.

For a full list of definitions, please refer to the Definitions list on the [policy page](#) of the ACC website.

3.2 ACC Graduate Outcomes

A graduate of the ACC Bachelor's degree can:

- demonstrate knowledge and skills related to the ideas, principles, concepts, chief research methods and problem-solving techniques relevant to chiropractic practice;
- demonstrate the skills needed to acquire, understand and assess information from a range of sources;
- demonstrate intellectual independence, critical thinking and analytic rigour;
- engage in self-directed learning; and
- demonstrate excellent communication and collaborative skills.

ACC Graduate Profile

Graduates from the four-year Bachelor of Chiropractic program (plus the one year pre-chiropractic science program) are highly skilled, confident practice ready graduates who demonstrate intellectual independence, ethical business and professional practice. ACC graduates will possess critical business skills that will assist in maintaining a successful private practice.

Students who study the ACC Bachelor of Chiropractic program develop a critical knowledge and understanding of chiropractic practice through opportunities to study and reflect upon a range of specialised chiropractic techniques and chiropractic philosophy. Graduates will be well placed to make significant contributions to the practice of chiropractic.

Specifically, the ACC aims to produce graduates who are:

- considered highly skilled and 'practice ready', being well prepared for the diversity and scope that chiropractic practice has to offer;
- equipped to successfully run and maintain a business;
- ethical and professional;
- highly capable of critical thought;
- strong communicators demonstrating the practical and theoretical aspects of chiropractic principles in addition to contributing to the health of their communities;
- willing to commit to continuous personal and professional development; and
- willing to understand and to develop a high degree of emotional intelligence and resilience.

3.3 Program Structure

In total, the Bachelor of Chiropractic is a five-year full time program, or equivalent part time, with a total of 600 credit points.

This consists of:

- a one year full time equivalent program (120 ACC credit points) at AQF Level 5 (or equivalent), that includes the specified prerequisite health science units; and
- the four year full time equivalent Degree program (480 credit points) at the College, including an internship in the last two years in the Chiropractic Centre.

The Degree program includes:

- Course work;
- Practical work;
- Work Integrated Learning (WIL)
- Chiropractic practice (clinical placements and internship); and
- Chiropractic community and outreach activities.

3.4 Prerequisites

A general description of the Level 1 pre-requisites is set out below along with a program of study offered by the College. You can seek Recognition of Prior Learning (RPL) for units as set out in the general description.

External Units

Pre-requisite Subjects	Required for	ACC Credit Point Equivalence
Anatomy and Physiology 1	1ANAT1 – Musculo-skeletal Anatomy	15 Credits / 1 subject
Anatomy and Physiology 2	1ANAT1 – Musculo-skeletal Anatomy	15 Credits / 1 subject
Biochemistry	1PATHGEN – Pathology General	15 Credits / 1 subject
Microbiology	1IMMU – Immunology 1PATHGEN – Pathology General	15 Credits / 1 subject
Biophysics	1BIOMECH - Biomechanics	15 Credits / 1 subject
Elective 1		15 Credits / 1 subject
Elective 2		15 Credits / 1 subject
Elective 3		15 Credits / 1 subject

Pre-requisite subjects offered by the College from Semester 1 2022.

Pre-requisite Subjects	Required for	ACC Credit Point Equivalence
Human Body Systems 1	1ANAT1 – Musculo-skeletal Anatomy	15 Credits / 1 subject
Human Body Systems 2	1ANAT1 – Musculo-skeletal Anatomy	15 Credits / 1 subject
Introduction to Human Movement	1PATHGEN – Pathology General	15 Credits / 1 subject
Life Sciences 1	1IMMU – Immunology 1PATHGEN – Pathology General	15 Credits / 1 subject
Life Sciences 2	1BIOMECH - Biomechanics	15 Credits / 1 subject
Research and Study Skills		15 Credits / 1 subject
Social Studies of Health		15 Credits / 1 subject
Australian Healthcare System		15 Credits / 1 subject

In addition to meeting the prerequisites for each unit, applicants must also meet the Inherent Requirements to undertake the program.

3.5 Academic Credit and Recognition of Prior Learning (RPL)

Students who seek recognition for their previously acquired skill, knowledge or experience must provide evidence of meeting key learning outcomes of units of study for which recognition is sought.

Applications for Academic Credit or RPL must be submitted to the College at least 20 working days prior to the start of the semester in which the unit is taught.

Students can obtain the Application for RPL form from the College, along with the learning outcomes for the units they are seeking RPL for. The student first assesses whether they can provide substantial evidence that meets the learning outcomes. The next step is to fill out and return the Application for RPL with all supporting evidence to the Student Experience Manager.

The fee of \$75 per RPL unit can be paid upfront or deferred through FEE-HELP. No refunds will be granted for unsuccessful applications.

Those students dissatisfied with the outcome of their Academic credit or RPL application may request a review of the decision within 10 days of receiving the decision. A full written statement outlining the basis for the review request must be submitted by the student. Please refer to the Academic Credit and Recognition of Prior Learning (RPL) Policy and Procedures on the [policy page](#) of the ACC website for further information.

3.6 ACC Course Structure

Note that the one year of full time equivalent prerequisite units are considered to be LEVEL 1.

Unit of study	Unit of study code	Credit Points	EFTSL
LEVEL 2 - Semester 1			
Musculo-Skeletal anatomy - Axial	1ANAT1	12	0.1
Philosophy of Chiropractic 1- Introduction	1PHIL1	6	0.05
Immunology	1IMMU	4	0.033
Biomechanics	1BIOMECH	6	0.05
Technique Skills Acquisition	1TECHSAC1	14	0.117
Professional Practice 1: Chiropractic & the Health Environment	1PROFENV	6	0.05
Evidence Based Chiropractic	1EBCHIRO	6	0.05
Pathology General	1PATHGEN	6	0.05
LEVEL 2 - Semester 2			
Musculo-Skeletal Anatomy 2 - Appendicular	1ANAT2	12	0.1
Neuroscience 1	1NEURO1	6	0.05
Pathology Systemic 1	1PATHSYS1	6	0.05
Philosophy of Chiropractic 2	1PHIL2	6	0.05
Psychology: (Human Behaviour)	1PSYCH1	6	0.05
Technique and Skills Acquisition: CMT DIV and UCS	1TECHSAC2	18	0.15
Critical Thinking Chiropractic	1CTCHIRO	6	0.05

Unit of study	Unit of study code	Credit Points	EFTSL
LEVEL 3 - Semester 1			
Musculo-Skeletal Anatomy 3 - Head and Neck	1ANAT3	6	0.05
Philosophy of Chiropractic 3	1PHIL3	6	0.05
Professional Communication (Professional Practice 2)	1PROFCOM	6	0.05
Neuroscience 2	1NEURO2	9	0.075
Radiography Physics	1RADPHYS	6	0.05
Pre-Chiropractic Practice 1	1PRECHIRO1	9	0.075
Chiropractic Science	1CHIROSCI	6	0.05
Pathology Systemic 2	1PATHSYS2	6	0.05
Technique and Skills Acquisition 3	1TECHSAC3	6	0.05
LEVEL 3 - Semester 2			
Neuroscience 3	1NEURO3	9	0.075
Diagnosis 1	1DIAG	6	0.05
Technique and Skills Acquisition 4	1TECHSAC4	18	0.15
Professional Practice 3	1PROFCCP	3	0.025
Diagnostic Imaging 1	1DI1	6	0.05
Pre-Chiropractic Practice 2	1PRECHIRO2	12	0.1
Radiography Positioning	1RADPOS	3	0.025
Nutrition	1NUTR	3	0.025

Unit of study	Unit of study code	Credit Points	EFTSL
LEVEL 4 - Semester 1			
Pre-Chiropractic Practice 3	2PRECHIRO3	9	0.075
Psychology (Clinical Psychology)	2PSYCH2	6	0.05
Neuro Diagnosis 1	2NEURO4	6	0.05
Chiropractic Practice 1	2CHIROPRAC1	12	0.1
Diagnostic Imaging 2	2DI2	6	0.05
Technique and Skills Acquisition 5	2TECHSAC5	6	0.05
Diagnosis 2	2DIAG	6	0.05
Rehabilitation	2REHAB	9	0.075
LEVEL 4 - Semester 2			
Professional Practice: 4 (Practice safety and risk management)	2PROFRISK	6	0.05
Technique and Skills Acquisition 6 (Mastery)	2TECHSAC6	6	0.05
Diagnostic Imaging 3	2DI3	6	0.05
Special Population Chiropractic: Children	2SPCHIRO1	6	0.05
Chiropractic Management 1	2CHIROMAN1	12	0.1
Chiropractic Practice 2	2CHIROPRAC2	24	0.2

Unit of study	Unit of study code	Credit Points	EFTSL
LEVEL 5 - Semester 1			
Diagnostic Imaging 4	2DI4	6	0.05
Special Population Chiropractic: - Elderly	2SPCHIRO2	6	0.05
Chiropractic Practice 3	2CHIROPRAC3	24	0.2
Chiropractic Management 2	2CHIROMAN2	12	0.1
Techniques and Skills Acquisition 7	2TECHSAC7	6	0.05
Professional Practice 5 (Business Management 1)	2PROFBUS1	6	0.05
LEVEL 5 - Semester 2			
Professional Practice 6 (Business Management 2)	2PROFBUS2	6	0.05
Business and Ethics	2PHIL4	6	0.05
Technique and Skills Acquisition 8 (CHIROMAS)	2TECHSAC8	12	0.1
Chiropractic Practice 4	2CHIROPRAC4	36	0.3

Work Integrated Learning (WIL) and Clinical Placements

The role of WIL is to provide students with the opportunity to develop the necessary practical skills, knowledge and attitudes pertinent to the Chiropractic profession, under the supervision of qualified practitioners. Engagement with varied industry members also allows for the development and integration of knowledge and practiced skills, whilst being exposed to the elements of expected everyday practice.

The following provides a timeframe for WIL and Clinical Placements throughout the 4 year ACC program:

Semester	Unit	WIL/Clinic	Approx. hours per week
Level 2, S1	Technique & Skills 1	WIL Mentorship (Internal)	Inc in 1TECHSAC1
Level 2, S2	Technique & Skills 2	WIL Mentorship (External)	1 hour
Level 3, S1	Pre-Chiropractic Practice 1	WIL Mentorship (External)	1 hour
Level 3, S2	Pre-Chiropractic Practice 2	WIL Community & Professional Development	2 hours
Level 4, S1	Chiropractic Practice 1/Introduction Chiropractic Practice	Junior Clinic/Introductory Clinic	5 hours
Level 4, S2	Chiropractic Practice 2	Clinical Placement ACC Clinic	10 hours
Level 5, S1	Chiropractic Practice 3	Clinical Placements ACC & CC	10 – 15 hours
Level 5, S2	Chiropractic Practice 4	Clinical Placements ACC, CC, PP, Clinical Abroad	20 – 25 hours

In Level 3 of the ACC program, students are afforded clinical opportunities out in the field to broaden their clinical educational experiences. This occurs through clinical placements with chiropractic practitioners acting as WIL Mentors at their clinical practice. Level 3 WIL placements are purely observational. Variations on these models may be made subject to the approval of the ACC Clinical Coordinator.

Students must pass all Level 2 and Level 3 units prior to being eligible to sit the clinic entrance examination (OSCE) in Level 4, Semester 1. This requirement ensures that all basic competencies and skills sets have been obtained prior to the student providing care within the Clinical Program.

In Level 4, Semester 1 of the ACC program, students are introduced to clinical facilities, patient encounters and examinations under close supervision of an ACC Clinical mentor.

In Level 4, Semester 2, student commence treatment of patients under close supervision in the ACC Outpatient Clinic under the guidance of an ACC Clinical Mentor.

In Level 5, Semester 1, students continue treating patients in the ACC Student Outpatient Clinic as well as undertaking clinical placements in Community Clinical settings to gain experience in the broader health care system. This continues throughout Level 5, Semester 2.

Graduation Requirements

In order to graduate with a Bachelor of Chiropractic degree, a student must have:

- Successfully completed the required 120 credits for prerequisite units;
- Successfully completed the required 480 credits for units undertaken at ACC (unless granted RPL for equivalent units completed elsewhere);
- Met all Chiropractic Centre requirements;
- Passed the Professional Proficiency Exit Examination;
- No outstanding financial obligation to the College;
- Satisfied all library requirements; and
- Conducted themselves ethically and in accordance with the College Policies and Procedures.

Graduating students will need to meet the costs of gown hire, photographs, and some other graduation activities.

3.7 Registration as a Chiropractor

In order to practice in Australia, chiropractors must be registered with the Allied Health Practitioner Regulations Authority (AHPRA) through the Chiropractic Board of Australia (CBA) and meet the Board's registration standards.

General registration is available to:

- Final year students that in the last 6 weeks of an Australian approved program of study, or

- Graduates who have completed an Australian approved program of study within the last 12 months, or
- Chiropractors who hold a current annual practising certificate with the New Zealand Chiropractic Board and who are applying for registration in Australia under the provisions of the Trans Tasman Mutual Recognition Act.

The Council on Chiropractic Education Australasia (CCEA) is an independent accrediting authority for chiropractic education under [Australia's National Registration and Accreditation Scheme](#). The Bachelor of Chiropractic program of Australian Chiropractic College is accredited with conditions by the Council on Chiropractic Education Australasia. Please refer <https://www.ccea.com.au/acc-conditions>

At no stage prior to graduation and prior to professional registration are students eligible to act or represent themselves as a registered chiropractor.

4 Health, Safety and Wellbeing

4.1 Introduction

The ACC is committed to the health, safety and wellbeing of all staff, students, visitors, and contractors. This policy demonstrates the ACC's commitment to providing a safe environment for work and study in accordance with relevant legislation and standards.

4.2 Emergencies and First Aid

- FIRST AID – The First Aid box is located in the kitchen.
- EMERGENCIES – For any emergency, report immediately to a staff member.
- FIRE or NATURAL DISASTER – In the event of a fire or natural disaster, please evacuate via the fire stairs in a safe manner and make your way to a designated safe area away from the building. An evacuation diagram is located on Level 1 next to the lift.

Display of Fire Action Notices

- Green “EXIT” lights are displayed prominently from the ceiling in all areas showing the position of safer exits.
- If needed, fire extinguishers are located in strategic places on campus, with instructions in their use displayed on the wall above the fire extinguishers.
- Glass fire alarm switches are also strategically located in all areas. These and the fire extinguisher locations are displayed in the floor plans.

Evacuations

- Trial evacuations will be conducted every semester, except for any semester in which an emergency evacuation has taken place.
- Trial evacuations will be managed by a member of the Health & Safety Committee, the Wardens, together with a representative from the relevant authority.
- In addition, students may randomly be deputised to help with the evacuation and with controlling the traffic.
- Lecturers affected will conduct a roll call for their class after evacuation at a designated assembly point and report to the building warden. They must therefore carry with them the attendance sheets.

Means of Escape

- Please ensure that exit doors are always kept clear of obstacles; and are not locked, barred, or blocked so as to prevent occupants from leaving the building at any time.
- Doors must be easily opened from the inside without the means of a key.
- Smoke control and fire stop doors must be kept closed at all times unless fitted with ‘hold open devices’, which comply with the building code.
- Stairways and passageways designed specifically for escape from a fire, are not used as places of storage or places where refuse is allowed to accumulate.
- Manual fire alarms, fire hose reels and fire extinguishers are not obstructed and easy access to any of these items is always available.
- If you discover a fire, raise the alarm immediately by operating the nearest fire alarm or informing a member of staff.
- Ensure that the Fire Service is notified by phoning 000. Clearly state the premises NAME, ADDRESS (including suburb and city/town) and NATURE OF EMERGENCY.
- Do not use the lift.
- Leave immediately by the NEAREST safe exit route. Move quickly but DO NOT panic or run.
- Evacuate the building promptly and in an orderly manner using the central fire stairway and report at the correct assembly area.
- Do not carry water bottles or heavy bags, loose sheets of paper, drinks such as coffee/tea when evacuating the building; you will need your hands to be free to hold handrails as you go down the stairs.
- Stand well clear of the building, as in a real emergency, there could be flying glass or smoke coming out. Also, the Fire Service must be able to get clear access to the building.
- Stay at the assembly area until the “all clear” is given.

4.3 General Health and Safety Advice

All Staff and Students have a responsibility to work safely, taking reasonable care to protect their own health and safety and that of fellow students, staff, contractors and visitors. Students with Work, Health Safety concerns or information about a hazard they have noticed should contact the General Manager.

On campus

Prior to use, students will be educated on the hazards associated with any chiropractic or other equipment provided by the College. Students also have the 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 WHS equipment that is provided by the College
- Obey any reasonable instructions given in relation to WHS
- Comply with the College's Work Health and Safety Policy and Procedures which is available on the [policy page](#) of the ACC website

Out and about

- Be alert, walk confidently and keep to well-lit and populated areas.
- Walk against the flow of traffic and if possible, walk with another person and carry a personal safety alarm or mobile phone.
- Let someone know where you are going and the time you will return.
- If you feel unsafe, head for a well-populated area.
- Be wary if someone in a car stops and asks you for directions. Keep a safe distance from the car.
- Be aware of your increased vulnerability when wearing personal headphones.

ATM banking

- Do not use ATMs in isolated or dark locations and avoid withdrawing large amounts of money.
- Memorise your Personal Identification Number (PIN). Do not write it down and do not let anyone see you enter your PIN.
- If you feel unsafe at an ATM and you have already keyed in your details, press the CANCEL key and remove your card.
- If you lose your card, report it immediately to your financial institution.

Celebrations

- Organise safe transport to and from the venue before going out.
- Stay with your friends and look after each other.
- Set a drinking limit for yourself, stick to it and have soft drink or water between alcoholic drinks.
- Say "NO" when you have had enough to drink, don't let others top up your drink.

Personal property

- Don't carry large amounts of money and never display how much money you have in your wallet or purse.
- Keep your bag, wallet and mobile phone where you can see them at all times and don't leave them unattended. When shopping use the child safety harness to help secure your handbag to the trolley.
- Carry your bag securely on the side furthest from the road. Never let the strap hang loosely.
- Shoulder strapped bags should be worn across your body. If someone attempts to grab your bag, it is best to let go, to avoid injury.

e-Safety

The [eSafety Commissioner](#) provides important information about how to stay safe online.

Some general rules to follow:

- If you see abuse online, report and delete it
- Protect your personal information by using different passwords for each account and using privacy settings

- Set access and parental controls on home wifi networks, gaming consoles, mobile devices and smart TVs
- Be conscious of your online profile and don't post anything that may put you in danger or affect your reputation
- Stay on the lookout for scams and phishing contacts and don't click links, give out personal information or send money in response to unexpected requests.

4.4 Critical Incident

A critical incident is a severe crisis which is likely to cause extreme physical and /or emotional distress to staff, students and visitors. It includes events such as the death of a person on the campus, a terrorist attack, natural disaster, a large fire or, explosion, bomb sabotage, or civil unrest

Any student involved in, witnessing, or becoming aware of a critical incident must immediately contact the General Manager, Student Experience Manager, or the Academic Dean. Depending on the incident, when it is necessary in the first instance the student must contact the relevant Emergency Services.

Contact numbers

- | | |
|--|-----------|
| • Police – life threatening emergency | 000 |
| • Police – police assistance 24/7 | 131 444 |
| • Fire – emergencies | 000 |
| • Fire – general enquiries in business hours | 8204 3600 |
| • Ambulance – life threatening emergency | 000 |

Please refer to Work Health and Safety Policy and Procedures which is available on the [policy page](#) of the ACC website for further information.

4.5 COVID-19

ACC has adopted the [National COVID-19 safe workplace principles](#) outlined by Safe Work Australia for reducing the potential risk of COVID-19 transmission on campus. A COVID Safe Plan is in place for the three main areas of the campus as listed below and includes QR check ins for each area.

- Level 1 campus
- Ground floor offices
- Ground floor Function Hall (café)

The COVID Safe Plan is updated as required by the latest circumstances.

5 Student Support

5.1 General Support

ACC provides a safe learning environment and protection for the health, safety and wellbeing of students, staff and our broader community.

Student Support is provided by our Student Support Officer, Daniela Calvario and our Student Experience Manager, Kerry Kingham. Please contact Daniela or Kerry for assistance with any of the following matters:

- Information on classes
- Enrolment
- Assessments and results
- Updating your contact details
- Advice on ACC's policies and procedures
- Grievances and complaints (academic and non-academic)
- Referral to counselling and mental health support
- Housing and tenancy services
- Financial support services
- Health and disability services

If you require additional support, please see the appropriate person as listed below:

- For academic assistance related to your course units, please first consult your Unit Coordinator.
- For general academic counselling and assistance with study plans related to progression through the program, part time study, deferral, withdrawal, leave of absence, please see the Student Experience Manager.
- For any non-academic grievances, please see the Student Experience Manager.
- For support related to facilities, equipment and IT services, please see the General Manager.

5.2 Academic Support

Academic support is available for students who are experiencing ongoing or significant issues related to academic progress and/or attendance. Students should make an appointment with the Academic Dean to discuss early intervention strategies. Academic support could take the form of an academic study plan, one-on-one tutoring, essay writing and/or research support, increased mentoring, or referral to other support services.

The College also offers workshops throughout the year to help students develop their study and exam skills.

Academic Progress and Academic Counselling

Throughout the study period, lecturers will be monitoring your academic performance with a view to helping you pass each unit. They will monitor your attendance, note when you fail to submit assignments and when you do poorly in assignments. They will check if you are taking self-assessment activities and they will ask you how you are going.

Where a lecturer is concerned about your academic progress, they might suggest you complete some additional activities or attend a consultation session to receive extra tutoring. You may also be directed to the library or external resources for specific study skills assistance. All these early interventions are for the purpose of helping you in your studies and ensuring that you receive the assistance that you require to complete your program of study in the required time.

Where students are at risk of failing a unit due to poor academic progress or poor attendance, an Academic Counselling session will be scheduled to provide early intervention and determine a course of action that will assist the student to successfully complete the unit.

5.3 Personal Support Services

Counselling can be helpful to support you through stressful times associated with illness, grief, overload, work, family or relationship difficulties, anxiety and depression, or anything that arises to throw you off balance. Remember that counselling does not have to be for major crises. Sometimes all we need is a neutral person who will just listen.

If you are having any personal challenges in your life that are affecting your study, please reach out to our student counsellor. The Counsellor's contact details are provided during Orientation and are also available on Moodle, from College reception or from the Student Experience Manager.

All sessions are confidential.

The College pays for the first six counselling sessions over the course of the 4-year program. Any additional sessions are normally at the expense of the student. Please enquire with the Student Experience Manager if you have a valid reason for accessing additional counselling sessions as approval can be granted by the Academic Dean for extending the counselling service beyond the six allocated sessions in special circumstances.

5.4 Disability

Disability encompasses a wide range of physical and mental health conditions.

We encourage all potential and current students to notify the College of any condition that may impact your studies. This may include, but is not limited to:

- Learning difficulties (e.g. Dyslexia or Dyspraxia)
- Autism Spectrum Disorder
- Medical conditions (e.g. Crohn's Disease, Chronic Fatigue Syndrome, Cancer)
- Physical disabilities (e.g. Multiple Sclerosis)
- Mental health conditions (e.g. Anxiety Disorders, Depression, Bipolar Disorder)
- Sensory impairments (e.g. vision or hearing)
- Mobility difficulties (e.g. use of mobility aids)
- Brain injury (e.g. strokes or injuries caused by accidents)
- Temporary injuries (e.g. fractured limb).

Please notify us of any disability as soon as you enrol in your course, or as soon as possible, so that we have sufficient time to discuss the impact of your condition on your studies and to put the right supports in place to help you manage your condition while studying.

The Student Experience Manager will discuss special arrangements that can be put in place and will make arrangements to negotiate a learning plan with the Academic Dean.

We are here to help you.

Students with identified and/or stated needs are consulted in relation to their study requirements and supported throughout their enrolment to reach their academic potential within the limits of the available resources. Each student's situation will be handled on its individual merits and ACC will provide reasonable adjustments within the learning environment for students with special needs through a range of services such as, but not limited to:

- Reasonable modifications to assessment
- Special consideration
- Physical access to premises.

For some useful resources on accessing extra disability support while studying please visit [NDIS Pre-planning Toolkit for people with a disability entering Higher Education](#)

Please also refer to the ACC Disability Policy and Procedures and the Equity (Anti-Discrimination) Policy which are available on the [policy page](#) of the ACC website.

5.5 Harassment, Bullying Sexual Assault and Sexual Harassment (SASH)

If you are the victim of any form of harassment, please speak immediately with either the Student Counsellor or the Student Experience Manager, Kerry Kingham. They will advise you on the appropriate course of action and refer you to external assistance if needed. The SASH policy and procedures can be found in ACC's Health and Safety document [here](#).

All members of our community are responsible for contributing to a culture of mutual respect and an environment that is free of sexual harassment.

We encourage all students to download the [1800RESPECT Daisy App](#) for emergency assistance and counselling in the event of an incident.

For information on sexual consent as well as common sexual offences and definitions (including offensive material and the distribution of invasive images), please refer to the Sexual Offences Law Handbook.

Confidential Disclosures and Support

A person wishing to make a Confidential Disclosure of sexual assault or sexual harassment and/or access further information and support can contact the following internal and external services:

Internal Services

The Student Counsellor has extensive training in first response.

External Services

[1800RESPECT](#): 1800 737 732 (National Sexual Assault, Domestic Family Violence Counselling Service)

[Yarrow Place](#): 1800 817 421 or (08) 8226 8777

[Shine SA](#): 1300 794 584

Reports

A person wishing to report an incident of sexual assault or sexual harassment can contact one of the following designated Contact Officers:

- | | | |
|---------------------|----------------------------|-------------------------------|
| • Kerry Kingham | Student Experience Manager | kerry.kingham@acc.sa.edu.au |
| • Dr Navine Haworth | Academic Dean | drnavine@acc.sa.edu.au |
| • Mark McAllister | General Manager | mark.mcallister@acc.sa.edu.au |

Reports differ from Confidential Disclosures in that the incident will be recorded, confidentially communicated to appropriate staff members, and responded to through actions undertaken by ACC.

5.6 Equity

ACC recognises, values and promotes the diversity of its student community as a positive feature of our teaching and learning environment. We are committed to meeting student learning and support needs so that as far as possible, all students have equal opportunities for academic success.

ACC's Equity Policy which is available on the [policy page](#) of the ACC website specifies the principles and framework for ensuring equivalent opportunities for student academic success regardless of students' backgrounds. The Policy applies to all students and potential students.

5.7 External Counselling Services

College reception can provide information on a range of external support services related to health and wellbeing, mental health support services, sexual harassment and sexual assault agencies and emergency contacts. These include:

- [Beyond Blue](#) provides mental wellbeing support services and many ideas on how to cope with the changes due to the pandemic. Phone 1300 224 636
- The [eSafety Commissioner](#) provides important information about how to stay safe online.
- [1800RESPECT](#) provides support services for people who have experienced sexual assault, including sexual harassment, and domestic violence.
- [Reachout.com](#) also provides information about sexual assault, including sexual harassment, and a nationwide list of support services. Most of these services are online or via the telephone.
- [Women's Safety Services SA](#) – for emergency and ongoing support related to domestic violence. Phone their Domestic Violence Crisis Line on 1800 800 098
- Mensline Australia – 1300 78 99 78
- Mental Health Triage Service – 13 14 65
- [Lifeline](#) – available 24/7 if you are feeling overwhelmed or having difficulty coping or staying safe. Call 13 11 14 for Crisis Support

5.8 External Support Services

- [Legal Services Commission](#) offers free legal advice through a telephone service from Monday to Friday 9.00am – 4.30pm .
Legal Help Line: 1300 366 424.
- [SA.gov.au/your-rights/tenancy-rights](#) for Renting and Housing advice
- [Fair Work Ombudsman South Australia](#) – for workplace issues, employment rights and conditions. Phone 13 13 94.
- [SafeWork SA](#) for advice on health and safety in the workplace. Phone 1300 365 255

5.9 International Student Health Services

If you are an international student, it is a condition of your visa to maintain adequate health insurance for the duration of your stay in Australia. This means you need to purchase [Overseas Student Health Cover](#) (OSHC) and keep your policy up to date whilst you are in Australia and holding a student visa. OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

SA Health provide a number of fact sheets related to the Australia health system for international students, with particular reference to South Australian services.

The series covers:

- [Overseas Student Health Cover \(OSHC\)](#)
- [Doctors and hospitals](#)
- [Medications, the dentist and Allied Health Services](#)
- [Emotional wellbeing](#)
- [General health and wellbeing](#)
- [Sexual health](#)

The fact sheet series can be downloaded here.

For general health information and referral to local health services contact [healthdirect Australia](#) on 1800 022 222. This is a FREE 24-hour telephone health advice line. Calls are answered by registered nurses who can provide expert health advice about any health issue.

6 Facilities on Campus

6.1 Kitchen Facilities and Supplies

ACC will provide basic kitchen supplies (milk, coffee, tea etc.). If you have special dietary needs and requirements, please bring your own. We encourage you to also bring your own cup and label it for your personal use.

All staff and students must clean up their utensils, dishes and cups after using the kitchen. The kitchen is a shared space. Let's keep it clean and tidy for each other.

6.2 Lockers and Storage

ACC has a suite of lockers on site for student use. Please see Shannon Bell to hire a locker and obtain a key.

The charge for a locker is \$50 upfront, comprising a \$25 key deposit plus a \$25 hire charge which covers the duration of your current enrolment. Replacement for lost keys will cost an additional \$25.

Upon completing your studies at ACC, the locker key must be returned, and the \$25 key deposit will be refunded.

6.3 Photocopying

Photocopying, printing and scanning are available in the library. Please see administration staff to connect your laptop to the library photocopier or to have your documents printed.

The following charges apply and payment is made to administration staff:

- 10c - A4 Black and white copies
- 20c – A3 Black and white copies
- 50c – A4 colour copies
- \$1.00 – A3 colour copies

6.4 ACC Student Email Addresses

All student correspondence will be sent to your acc.sa.edu.au email address. It is your responsibility to check your ACC email daily to receive important notices from staff such as late changes to teaching arrangements, timetables, student information sessions, availability of computing facilities, enrolments, latest news, announcements, other events, etc.

6.5 Full Time Tertiary Student ID Cards

If you are studying more than 75% of a full-time load, you are eligible for a Tertiary Student Card which will give you discounted prices on public transport. Please see administration to organise a photo and your ID card.

Part time student cards are not available.

6.6 Learning Resources and the ACC Library

The ACC Library plays a key role in supporting excellence in learning, teaching, and scholarship by the ACC community, its students and staff, through the provision and promotion of recorded knowledge.

The library provides a range of research tools and services. A Library induction session is held for all ACC students and staff at the start of each academic year.

Do you need information for an assignment? Or are you just getting started on your research? Come and talk to Janiece Pope, the librarian. Janiece is available to assist you with accessing books, journals and research every Monday from 10:00 am to 5:00 pm.

An online catalogue is available on the dedicated Library webpage [here](#):

The library also provides quiet study spaces, computers, internet access, photocopying and printing.

ACC staff members and students requiring a journal article or book that is not in our library collection can send a request to the librarian by filling in a form on the Library website page in accordance with the requirements of the Copyright Act.

Borrowing Items from the Library

All students and academic staff are already enrolled to borrow from the ACC Library. Books are checked out under the student or staff member's name.

No library cards are issued and therefore cards are not required for borrowing library items.

Unless otherwise indicated on the item, the standard borrowing period is 28 days.

Exceptions to this include items marked as Overnight Loan (due back the next day that the College is operating), or as Reference (not for loan - although there may be room for negotiation).

Loans may be renewed if nobody else has reserved the item.

6.7 Student Management System (SMS) and Learning Management System (LMS)

Wisenet is the ACC Student Management System, where your personal and academic information is stored. Moodle is the Learning Management System for your course materials, online learning, online assessments and general announcements.

Due to the nature of the course material uploaded to Moodle, students are asked to sign a Non-Disclosure Agreement upon enrolment in the program that prohibits sharing of the online learning materials.

6.8 Access to Internet and Computer Facilities

ACC expects students to have their own tablet or laptop computer to support their studies. A suite of computers is also available in the ACC Library for student use.

Please see Reception for the following services:

- Personal log in and password details to access the ACC student internet
- Setting up your computer/laptop/tablet with the College WIFI or printer
- Assistance with technical problems related to internet, WIFI, printing or Library computers

If the student's computer problem is found to be unrelated to the College network, then the College reserves the right to charge for the IT support services.

Students are responsible for keeping their login details and passwords safe.

The computer and network systems belong to the College and must be used for the business, educational and research purposes of the College. The computer resources of the College must be applied and used in a legal and ethical manner that is consistent with the College's educational purposes, policies and professional standards.

All users of computer resources are expected to act in a spirit of mutual respect and cooperation and use resources in an appropriate manner. The College deems misuse of computing resources and privileges as unethical and unacceptable. Disciplinary action will be taken against those who misuse the resources and privileges.

Authorised users include:

- Currently enrolled students
- Academic staff (full-time, part-time, casual or contract)
- Administration staff
- Library staff
- Other approved users whose access is consistent with the College's purpose and whose usage does not compromise in any way other users' access to resources.

Acceptable use

The use of computers and the internet must not be illegal and must be of the highest ethical standards. Further, it means that usage must not include involvement with material unacceptable to the College environment, acts of a malicious or nuisance nature, invasion of privacy, harassment, bullying, hacking, altering the settings on any computer without authorisation, plagiarism, impersonation/identity theft, spoofing, gambling, or cheating in an examination.

Inappropriate use includes, but is not restricted to:

- Using resources for any illegal activity, including violation of copyright;
- Using abusive or objectionable language or material in either public or private communications;
- Using computer equipment to disseminate or display material that may be considered fraudulent, harassing, discriminatory, obscene or threatening or causing annoyance or inconvenience;
- Viewing pornographic, racist, discriminatory or terrorist material;
- Reading other users' data, information, files, or programs on a display screen, as printed output, or via electronic means, without the owner's explicit permission;
- Circumventing or attempting to circumvent normal resource limits, log-on procedures, and security regulations;
- Using computing resources for purposes other than those for which they were intended or authorised;
- Attempting to modify or remove computer equipment, software, or peripherals without proper authorisation;
- Using of computer resources for private purposes without approval, including (but not limited to) the using of computer resources for profit making;
- Knowingly using any method or system to produce system failure or degraded performance; and
- Sending emails to all students at the College. If a need arises to send a message to all students, this can be done through Reception or the Student Facebook page.

6.9 Photographs and Recordings

The College advises that it regularly films and photographs students at the College and/or participating in College events and that these non-formal photographs and videos are posted on the College's Facebook pages and used in College newsletters, photo boards, websites, etc.

Some lectures and tutorials may also be conducted by an online video platform, with the subsequent recordings made available to other students.

If a student does not wish to be filmed, photographed or recorded, they should move away from the camera. They should also inform the event organiser and the photographer.

The College will make every endeavour not to record a student who does not wish to be recorded if the student has informed the College as outlined above. The student must also take responsibility to remove themselves from any recording, group photo, etc., if they do not want their image to be used by the College.

Any photograph used in any formal promotional material will only be done so with the student's written permission. Formal material is usually in connection with a brochure and may include a professional photo shoot.

7 Student Feedback

7.1 End of Semester Surveys

Towards the end of each semester, you will be asked to evaluate your subjects and how they were delivered. You are also given an opportunity to make brief comments on all aspects of the subject and the lecturer. This brief online survey is administered by ACC staff, who will summarise the data so that individual student's feedback cannot be identified.

Your opinion is valued by ACC, and the survey data is scrutinised and used as input for future teaching and learning developments and decisions. Students will be provided with feedback from the surveys each semester.

7.2 Student-Staff Consultative Committee (SSCC)

ACC has a Student-Staff Consultative Committee (SSCC) that discusses course-related issues, such as:

- Timetabling
- Workload
- Assessments
- Student related policies and procedures
- Facilities and equipment
- Learning resources
- Student services
- Student support

The SSCC does not deal with complaints or grievances about staff or students and student rights issues (such as appeals), which have separate processes.

The SSCC normally meets once a semester, but additional meetings can be called by students or the Academic Dean under specific circumstances.

Student representatives are the voice of the student body in their study program. They consult with their peers to find out what course-related issues are of concern to them and present those issues for discussion at SSCC meetings, then provide feedback to the other students on the results of the consultations.

7.3 Informal Feedback

Students who wish to provide feedback or suggestions outside of the formal avenues mentioned above are encouraged to speak with their Class Representative, the Student Academic Board Representative or the Student Experience Manager. Your constructive suggestions can then be passed on to the appropriate staff member, Committee or Board for consideration.

8 Student and Staff Conduct

8.1 Code of Conduct

The Australian Chiropractic College is committed to the provision of a safe, nurturing and engaging learning environment. In order to achieve and maintain this environment, the College provides a set of guidelines in the Code of Conduct for ACC staff, students and affiliates to abide by which is available on the [policy page](#) of the ACC website.

ACC students and staff are expected to conduct themselves in an acceptable manner that provides a safe and supportive environment. The following behaviours are defined as unacceptable within the College community:

- Harassment
- Sexual Harassment
- Victimisation
- Endangerment
- Substance Abuse
- Abuse of Power
- Verbal abuse
- Sexual Abuse
- Bullying
- Cyberbullying

In addition, a breach of the Code of Conduct Policy will be deemed to occur if any staff member, teaching staff, contractor and/or student:

- Whilst not professionally registered by a recognised chiropractic professional registration body, refers to themselves as a chiropractor, or, by their actions spoken or unspoken, causes others to believe that they are a chiropractor.
- Whilst not professionally registered performs a chiropractic intervention that is not supervised by an approved supervisor who is professionally registered.
- By their words or actions brings the College into disrepute or damages the image of the Chiropractic profession.
- Causes unnecessary disturbance or impedance of activities of the ACC or individuals within the ACC, whether in teaching, learning, or other work of/for the College.
- Does not comply with any standards of behaviour or attire required by the ACC for the orderly conduct of the College.
- Does not comply with the rules applicable to the use of ACC facilities professional protocols or the directions of those individuals in authority.
- Demonstrates behaviour that does not meet the expectations of the College, or which may result in the inability to apply for professional registration, including criminal convictions.
- Is found guilty of harassment, bullying or illegal discrimination, violent behaviour, drug and alcohol abuse, or sexual harassment or assault.
- Is seen proffering or accepting gifts or benefits, as they may be perceived as bribes for an advantageous outcome.
- Fails to declare a conflict of interest that may arise from a personal and/or family and/or business relationship and which influences the outcome of an ACC assessment or decision to their advantage.

A breach of the Code of Conduct policy will also be deemed to occur if a student:

- Commits an act of plagiarism or submits previously submitted work without prior permission.
- Commits other forms of academic misconduct such as, but not limited to, cheating in an examination and contract cheating.

Procedures for managing misconduct

The procedures for determining and managing what constitutes a minor or more serious incident of academic misconduct are covered in detail in the ACC's Academic Integrity Policy and Procedures which is available on the [policy page](#) of the ACC website.

Similarly, the procedures for managing workplace bullying and/or harassment and/or work-related violence and also sexual assault and sexual harassment are dealt with comprehensively in the ACC's suite of policies and procedures for Workplace Health and Safety which is available on the [policy page](#) of the ACC website.

For all other alleged or observed breaches of expected standards of professional and civil behaviour (including undeclared conflicts of interest by virtue of personal or family or business relationships), the following procedures apply:

Professional Conduct

All chiropractic students must adhere to the standards of behaviour and ethics that regulate the profession as outlined in [The Chiropractic Board of Australia Code of Conduct](#).

In addition, the College expects that:

- A student shall not refer to themselves as a chiropractor, or lead others by their actions, or the spoken or written word, to believe they are a chiropractor.
- Chiropractic care shall be performed only under the direct supervision of an approved Chiropractic Centre Intern Mentor in the College's Chiropractic Centre.
- A student must not at any time say, write or do anything that would damage the reputation of the profession in the eyes of the community.
- A student must not say or write anything that portrays either chiropractic or the College in a way that differs from the chiropractic principles and objectives taught in class.
- The Privacy Act must be complied with at all times. This means that no information about an individual or organisation shall be divulged in any way without the permission of the individual or their appointed representative, guardian or the organisation's appointed officer.

Dress code

All staff and students must be dressed professionally at all times. Tattered jeans or indecent garments are not allowed. For health and safety reasons, all students must wear proper shoes or sandals on the College premises at all times. Open footwear such as thongs, jandals or flip flops are not considered acceptable footwear.

Mobile Phones

Mobile phones must not be used during class-time, examinations and assessments, in the Chiropractic Centre, or left unattended or used at any other time when use may disturb others.

8.2 Student and Staff Clinical Advice

For faculty

In situations where students seek health advice, care and/or therapeutic treatment from ACC employees on-site at the ACC campus or other ACC establishments (teaching clinics), employees of the ACC are not to provide students with advice, therapeutic treatments or chiropractic, but rather refer students to seek appropriate advice, assessment, treatment or care at a dedicated clinical facility.

Faculty are reminded of their role and responsibility as an educator while engaged as an employee and in the teaching and learning environments of the ACC.

For students

Students are advised not to seek health advice, care and/or treatment from ACC employees on-site at the ACC. Students are to seek clinical advice, assessment, treatment or care at a dedicated clinical facility.

8.3 Guidelines for Facebook and Other Social Media

When using social media, as in all other situations, it is expected that College staff and students demonstrate respect for co-workers, students, the College and the profession. The College respects the right of staff and students to engage in constructive conversation regarding chiropractic by adding value to social media discussions without obscenities, ethnic slurs or degrading personal remarks, or raising topics that may be offensive (for example, religion and politics). Please refer to ACC's Guidelines for Social Media use which is available at the ACC [policy page](#).

9 Complaints and Grievances

9.1 Overview

Students are referred to the Grievance Management Non-Academic (Students) Policy and the Student Academic Appeals Procedures which are available on the [policy page](#) of the ACC website to understand their rights on how to proceed if they are dissatisfied with the College's internal processes.

There are different procedures depending on whether the matter is academic or non-academic and whether a student is an international or domestic student.

Formal Complaints and Grievances will be received and addressed in line with the following principles:

- All complaints will be taken seriously.
- Issues are to be resolved as close to the complaint as possible.
- The rules of natural justice will apply.
- Timeliness of resolution is a factor.
- Staff and students have the right to expect protection against frivolous or vexatious complaints.

College procedures are not intended to prevent the resolution of issues by following informal processes, which often offer the best chance to resolve issues when and where they happened. In these instances, no official records of issues, resolutions or people involved are kept.

Using informal processes should not prevent either party from moving to a more formal process as required.

9.2 Concern Related to the Academic Program

The first person that a student should discuss unit or lecturer concern is with the unit lecturer.

If the concern is regarding an exam or assessment irregularity, students should not speak to the unit lecturer. Refer to the Assessment of Coursework Policy and Procedure to understand the process to deal with an assessment irregularity concern.

If the issue is not resolved, the Class or Student Representative is the next step. Student representatives should also be the first point of contact if the class has an issue with a policy or concern.

The Student Experience Manager is also available to informally discuss student concerns.

Individual concerns regarding the academic program should be directed to the Academic Dean.

The College welcomes student feedback and input. Do not hesitate to discuss any concerns, suggestions or ideas. College faculty and staff are always willing to listen.

9.3 Concern Related to Harassment or Bullying

The first step a student should take if they feel they are being harassed or bullied is to speak to the person directly and tell them to stop the behaviour.

If this approach is not successful or it is difficult to approach the person, seek guidance from the Student Support Officer or Student Experience Manager.

Students who would like to make a formal complaint should refer to the process detailed in the next section and also refer to the definitions under the heading 'Unacceptable Behaviours' in Section 8.1 of this Handbook.

9.4 Concern Related to College Policies and Administration Decisions

Students who wish to make a complaint regarding the fairness or consistency of a policy or administrative decision of the College should contact the Student Experience Manager, who will advise on the appropriate course of action. This may involve preparing a written complaint after discussion with the appropriate staff member.

Students may choose to seek the support of their Class Representative, the ACC Student Association, or another College staff member in presenting or resolving the complaint or grievance.

If necessary, the formal complaint will be escalated to the President, who may interview the complainant and any other party and appoint an independent person to assist in achieving a resolution through mediation.

In this case, the President will provide a written response to the complainant.

Written records will be held by the President for analysis and ongoing quality improvement but will be kept in such a way that will protect the confidentiality of the student.

9.5 Concern Related to Professional Conduct

Staff and students of the College are expected to behave according to the College Code of Conduct and College values as outlined in this Student Handbook.

Any student who wishes to make a formal complaint regarding the professional conduct of a staff member or another student should:

- Obtain advice from the Student Experience Manager, Academic Dean, General Manager or President on the procedures for submitting a formal complaint
- Prepare a written complaint or sign a written complaint form after discussion with the appropriate person.

The Student Experience Manager and Academic Dean are designated as contact persons who will listen to a complaint, give information on options available, and give counselling and support to the complainant. The contact person will respect the complainant's wishes and feelings.

Options available to complainants include:

- Discussion with no further action
- Supported informal communication between the complainant and the other party, and
- Informal communication by the contact person with the other party.

The complainant need not be personally identified to the respondent; however, the detail provided must be sufficiently clear for the respondent to understand the nature of the complaint. In some situations, it may be impossible to pursue a complaint unless the complainant agrees to be personally identified. Both parties have the right to seek advice from independent advisors at any time.

The President may appoint at least two Complaints Officers to consider the complaint and response, and to interview both parties and appoint a Complaints Manager to manage the complaint.

If a formal complaint is made, the President, appointed Complaints Manager or the Complaints Officer will interview the complainant and any other party involved.

The President or the appointed Complaints Manager may appoint an independent person to assist in achieving a resolution through mediation. If mediation is inappropriate or unsuccessful, the President or the Complaints Manager will put the complaint in writing to the respondent, along with advice to consult his or her colleagues or professional association and specifying any details that must be included in a response.

The respondent must make a response to the complaint in writing within ten days of receiving the written complainant.

If the complaint is substantiated, a resolution will be sought either through informal processes or through the formal disciplinary provisions.

The President or the Complaints Manager will provide a written response to the complaint.

Written records will be kept on file, and a record will be kept on the academic or personal files of the complainant and respondent.

10 Enrolment and Attendance

10.1 Attendance at Lectures and Tutorials

Attendance expectations at lectures and tutorials are outlined on course unit outlines and unless specified otherwise, attendance is expected at all classes.

Please refer to the College's Attendance Policy and Procedures which is available on the [policy page](#) of the ACC website.

Compulsory attendance is necessary at all practical work sessions for a number of reasons: to achieve the necessary level of interaction, in particular in group work; because of the sequential nature of work in some subjects; because of the need for students to provide an audience and feedback for other students presenting work; and to ensure the authorship of project work on which assessment is based.

If you are unable to attend a class, we ask that you notify College reception in advance of the class and indicate when you next expect to attend.

Where you miss an in-class assessment due to non-attendance, you will be required to submit a request for an extension or alternative assessment in line with the ACC's Assessment of Coursework Policy and Procedures which is available on the [policy page](#) of the ACC website.

Lecturers record attendance and students who are absent and at risk of failure due to low-attendance will be notified.

Please refer to the Students At Risk Policy and Procedures and Academic Progress – Domestic Student Policy and Procedures which are available on the [policy page](#) of the ACC website.

10.2 Leave of Absence

If a student wishes to take a leave of absence from the program, they must apply to the Student Experience Manager by completing the *Application to Withdraw/Leave of Absence form*. The Academic Dean grants the leave of absence. If the Academic Dean rejects the leave of absence, the student may apply to withdraw from the program.

A student may take a leave of absence from their program of study for up to two consecutive semesters. Any student taking leave for more than two consecutive semesters must withdraw. A student who takes leave and does not return after two consecutive semesters will be considered a withdrawn student.

A student applying for leave of absence must not have any outstanding money owing to the College nor have any obligations outstanding to the Library, Chiropractic Centre or to any other College department. Any tuition fee refunded is subject to the refund policy. The refund policy also includes information about the grade the student receives in relation to the date of the deferment. Any refund due will be held until all outstanding obligations to the College have been met.

If a student does not re-enrol after two consecutive semesters and is withdrawn from the program, they will be subject to the withdrawal procedures outlined in the Domestic Student Loans and Fee Policy which is available on the [policy page](#) of the ACC website will also apply.

10.3 Withdrawal from Individual Units

Domestic students may withdraw from an individual unit or units by submitting an *Application to Withdraw/Leave of Absence form* to the Student Experience Manager prior to the census date and meeting with the Academic Dean. The effective date of the withdrawal is the date the student submits the form pending approval by the Academic Dean. Students wishing to withdraw from a unit should refer to the *Terms and Conditions of Enrolment*, the Domestic Student Loans and Fee Policy and the Grades and Results Policy and Procedures which are available on the [policy page](#) of the ACC website.

10.4 Withdrawal from the Program

If a commencing student who has been offered and accepted enrolment wishes to withdraw prior to the semester start date, they must contact Admissions to process their request. Withdrawal must be finalised prior to the census date for the enrolled semester.

Refer to the *Terms and Conditions of Enrolment* and the Domestic Student Loans and Fee Policy which is available on the [policy page](#) of the ACC website for more information.

If a domestic continuing student wishes to withdraw from the program, they must apply to the Student Experience Manager and meet with the Academic Dean to complete an exit interview. The effective date of the withdrawal is the date the student submits the *Application to Withdraw/Leave of Absence form*.

The student must return their ID card within 10 days of the withdrawal approval date.

11 Assessments, Examinations, Grades and Academic Progress

Detailed information on the policies and procedures for assessments and examinations are in the Assessment of Coursework Policy and Procedures document which is available on the [policy page](#) of the ACC website.

11.1 Assessments

The purpose of assessment is to:

- Assist students in identifying areas of personal and professional growth, and areas requiring further development in relation to the objectives of the program and the outcomes of each unit;
- Assist staff so that their teaching programs meet the needs of the students; and
- Represent the achievements of students and graduates relative to the roles they may assume on graduation.

All units will include in-unit (or progressive/formative) assessment. In-unit assessment may include assignments, research projects, practical activities, tests or other activities. In-unit assessment will guide students on examination practices, provide progressive feedback to students on their achievements, and provide evidence in the event that students seek Aegrotat passes. In-unit assessment requirements, including due dates, will be advised to students in the first class of the semester and specified in the unit outline.

The structure and weighting of assessments for each unit will also be specified in the unit outline.

Most units include end-of-unit assessment by examination (written and/or practical), although some units may be better assessed by assignments and may include an additional assignment or class presentation in lieu of an exam.

11.2 Assessment Extensions

Grounds for Request

The following constitute acceptable grounds for a request for an extension for the submission of assessment tasks other than formal examination or assessment:

- Medical grounds
- Personal/family situation
- Work-related, or
- Other unavoidable or unforeseen circumstance.

All extension requests must be submitted in writing and must provide detail of the nature of the request along with any supporting documentation.

Extensions may be sought for a maximum of fourteen (14) consecutive days. Individual Unit Coordinators generally grant approval. In exceptional circumstances, extension may be considered beyond 14 days, in consultation with, and with the final approval from the Academic Dean.

In cases where extension is sought due to medical or allied health reasons, supporting documentation must include a signed certificate from a registered medical or allied health provider.

Extension Timelines and Late Penalties

All extension requests must be written and submitted to the appropriate Unit Coordinator on or prior to the assessment submission deadline. Requests must be accompanied by supporting documentation in order to avoid a late submission penalty. To ensure receipt of a submitted request, students are required to follow up all written submissions with a phone call to the relevant authorising authority.

Submission of a request for an extension does not guarantee approval. Students are therefore advised to submit the assessment in question as soon as possible after the due date. To maximise the chance of a successful request for an extension, submission of the request is advised as early as possible prior to the submission deadline.

Requests received after the submission deadline will be subject to a late submission penalty.

For those assessment tasks where the availability of an extension or application for a late submission is not appropriate, the late or non-submission will result in a graded mark of zero (0). These assessment specifications will be clearly outlined within the assessment requirements of the program profile.

11.3 Special Consideration

Special consideration and arrangements are made to ensure optimisation of academic success for those students with a disability or special needs.

A student may also appeal for Special Consideration where their examination has been adversely affected by exceptional circumstances. Special Consideration procedures are outlined in the procedures below.

11.4 Deferred Examinations

Deferred examination applications may be considered for those students who are/were unable to attend an examination in the standard exam period due to exceptional circumstances such as:

- Illness or serious health problem. As a general rule, the College does not consider minor ailments such as colds and minor respiratory infections as sufficient grounds for being unfit to sit an examination
- Serious personal trauma
- A cultural or sporting commitment at State, national or international representative level
- Jury duty
- Defence Forces Reserve commitments
- Serious incapacity during the central examination period
- Religious or cultural grounds, or
- Exceptional family, work or personal circumstances which are outside of the control of the student.

11.5 Grades and Results

The criterion-referenced form of grading used at the ACC is described below.

Grade	Quantitative Measure	Qualitative Measure
HD High Distinction	Used for a composite mark in the range 84.50% and above (85 -100% when rounded to the nearest integer).	Demonstrates imagination, originality or flair, based on proficiency in all the learning outcomes of the unit; work is interesting or surprisingly exciting, challenging, well read or scholarly.
D Distinction	Used for a composite mark in the range of 74.50% – 84.49 (75 - 84% when rounded to the nearest integer).	Demonstrates awareness and understanding of deeper and less obvious aspects of the unit, such as ability to identify and debate critical issues or problems, ability to solve non-routine problems, ability to adapt and apply ideas to new situations, and ability to invent and evaluate new ideas.
C Credit	Used for a composite mark in the range of 64.50 – 74.49% (65 – 74% when rounded to the nearest integer).	Demonstrates ability to use and apply fundamental concepts and skills of the unit, going beyond mere replication of content knowledge or skill to show understanding of key ideas, awareness of their relevance, some use of analytical skills, and some originality or insight.
P Pass	Used for a composite mark in the range 49.50 – 64.49% (50 – 64% when rounded to the nearest integer).	Demonstrates the learning outcomes of the unit, such as knowledge of fundamental concepts and performance of basic skills; demonstrates sufficient quality of performance to be considered satisfactory or adequate or competent or capable in relation to the learning outcomes of the unit.
F Fail	Fails to demonstrate the learning outcomes of the unit. Used for a composite mark below 49.50% (50% when rounded to the nearest integer) or where overall pass requirements approved for a unit are not met. Pass requirements for each unit are stated in the Unit Profile.	
PN Pass Non-Grade	Used to indicate a pass in a unit for which a full range of grades is not available. That is, the only possible outcomes are Fail (F) or Pass Non-Grade (PN).	

For further information, please refer to the Grades and Results Policy and Procedures which is available on the [policy page](#) of the ACC website

Notification of Results

The Student Experience Manager provides final grades after the Academic Board has ratified them. Final grades are accessible by students through the online Learner App at the end of each semester.

Academic Transcripts

All graduating students are issued an official transcript for the Bachelor of Chiropractic degree on their graduation. These are available at the graduation ceremony.

Additional copies of transcripts provided by the College will incur a \$25 administration charge per transcript.

11.6 Appeal of Grades and Results

Should a student wish to appeal the awarding of a particular grade/result, they are advised to consult the Student Academic Appeals Procedure which is available on the [policy page](#) of the ACC website This document explains the possible grounds for an Appeal, the procedures for a student to lodge an Appeal, and the ACC procedures for consideration and determination of the outcome of an Appeal.

11.7 Academic Integrity

The ACC holds in high regard the academic standards of integrity, honesty and ethical behaviour in all areas of academic endeavour. The College will not tolerate behaviour that would bring the College into disrepute or damage its reputation as a high quality higher education provider committed to academic rigour and the maintenance of exemplary academic standards. The ACC investigates and deals with academic misconduct in a clear, consistent approach and applies penalties that are fair and equitable to the level of misconduct.

In order to uphold these standards, the College requires acceptable and appropriate behaviour and conduct in the learning environment, including accuracy, honesty and accountability.

Academic standards in relation to correct referencing and acknowledgement of sources are highly valued by ACC and are specifically taught and developed as part of the student orientation program and in each course unit.

The ACC takes seriously its mission to educate students and reinforce the parameters by which students will be held academically accountable. It has committed to the use of Turnitin® as part of its efforts to identify and prevent academic misconduct.

ACC investigates and deals with all manner of student academic misconduct in a clear, consistent approach, applying penalties that are fair and equitable to the level of misconduct.

For further details on how ACC educates students on academic integrity and deals with plagiarism, academic misconduct and other breaches of academic integrity, please refer to the Academic Integrity Policy and Procedures document which is available on the [policy page](#) of the ACC website.

11.8 Academic Freedom

In its commitment to uphold the principles of academic freedom, the College supports the right of all scholars, staff and affiliates to participate and actively engage others in scholarly debate. The College encourages critical thinking and recognises the right to expression of thought, ideas and opinions, within the remit of law, terms of engagement with the College, and the College's policies and procedures.

For a list of the rights of Academic Freedom (of which two primary elements are Freedom of Speech and Intellectual Inquiry) available to all staff, students and affiliates along with responsibilities, refer to the Academic Freedom Policy which is available on the [policy page](#) of the ACC website.

12 Fees and Finances

Applicants who are offered enrolment to the College must arrange tuition fee payment of their semester fees by the Census Date to guarantee their place in the program. A Schedule of Fees is published prior to each semester on the ACC website.

Full time semester tuition fees are \$AUD13,000 (\$26,000 per annum) for domestic students. Please refer to the 2022 Schedule of Fees which is available the [ACC website](#) for part time semester tuition fees as tuition fee charges for each unit are based on credit point weightings, as some units will cost more than others depending on the credit points allocated to them.

Semester tuition fees can be paid in one of the following ways:

1. **FEE-HELP LOAN:** The online eCAF (Electronic Commonwealth Assistance Form) to be completed by the first day of the semester.
2. **Payment in full:** Full payment to be made on or before the Census Date.
3. **Payment by instalments:** Instalment agreement to be confirmed and signed no later than the Census Date. The standard instalment plan is 4 x monthly instalment payments per semester with the first payment due by the Census Date.

12.1 FEE-HELP Loan Scheme

The Australian Chiropractic College is approved as a FEE-HELP provider. FEE-HELP is an Australian government program that provides loans for domestic students studying at private higher education providers in Australia.

It is important to note that if you have accessed FEE-HELP before and wish to study at ACC, you may need to check the balance available for your studies.

Please visit the [Australian Government Study Assist](#) website to determine your eligibility for a FEE-HELP loan and to obtain more information on borrowing limits, loan fees and the application process.

Alternatively, you can contact the College directly to discuss your situation.

FEE HELP loan limit

In 2022, ACC's tuition fees are \$26,000 per annum (\$104,000 across the four-year program) for domestic students. As previous study (pre-requisites) is required for entry to ACC, students accessing the FEE-HELP loan scheme may exceed their HELP loan limit before completing their qualification. In this situation, students would need to find alternative funding sources to complete their studies at ACC.

In 2021, the HELP loan limit was \$108,232.

Alternative Financial Support

Applicants demonstrating genuine financial or personal hardship are encouraged to contact the Student Experience Manager directly. All enquiries will be treated confidentially.

12.2 Tuition Fees and Withdrawals

In the event of serious illness, accident or circumstances beyond the student's control that results in the student withdrawing their enrolment before the census date, any tuition fees paid will be refunded. In this instance, students are requested to submit an *Application for Withdrawal/Leave of Absence Form*.

For withdrawal after the census date due to special circumstances, students must submit an *Application for Remission of FEE-HELP Debt or Refund of Upfront Payment of Tuition Fees Form*.

All applications for withdrawal after the census date must be approved by the Academic Dean.

Special circumstances may include medical, family/personal or employment-related reasons. You will need to provide documentary evidence of your circumstances together with your refund or remission application.

12.3 Tuition Fee Refunds

The following table applies to domestic students only.

International students must refer to the *International Student Guidelines/Handbook* and the related international student policies and procedures.

Withdrawal Date	Refund	Result recorded	Process and Approval
Prior to the semester or unit start date:	Tuition fees - 100% refund. No refund for Unit Related Costs.	No results recorded	New students must withdraw through Admissions.
After the semester or unit start date, and up to, and including the census date	Tuition Fees – 100% refund. No refund for Unit Related Costs.	No results recorded	Continuing students must fill out and submit an <i>Application for Withdrawal/ Leave of Absence</i> form to the Academic Services Manager. The Academic Dean must approve the withdrawal. New students must withdraw through Admissions.
After the census date	No refund unless there are exceptional circumstances.	Withdrawal 'WD' If the unit is 75% or more complete at the time of withdrawal, the result recorded is an 'F' – Fail.	All students must fill out and submit an <i>Application for Remission of FEE-HELP Debt or Refund of Upfront Payment of Tuition Fees</i> form to the Academic Services Manager. The Academic Dean must approve the withdrawal.

For further information on Fees and Fee Refunds, please refer to the Domestic Student Loans and Fees Policy, which is available on the [policy page](#) of the ACC website.

Students who wish to withdraw after the census date due to Special Circumstances that are beyond their control must fill out the Application for Remission of FEE-HELP Debt or Refund of Upfront Payment of Tuition Fees form to apply for a refund of tuition fees paid upfront and/or a remission of your FEE-HELP balance.

Criteria for Special Circumstances

In all cases, special circumstances must have a significant impact on you and your ability to complete the course(s) you have undertaken to study. Therefore, you should demonstrate that the circumstances:

- are beyond your control; are not a result of your action or inaction; and are unusual, uncommon or abnormal;
- occur on or after the census date OR occur before the census date, but worsen after that day, OR occur before the census date but the full effect or magnitude does not become apparent until on or after that day; and
- make it impracticable for you to complete the attendance and/or assessment requirements of your course(s).

Please note: Consideration will be given to whether, at the time the circumstances emerged, it was already impracticable for you to meet the requirements of the course(s). For example, where progressive requirements relating to compulsory assessment and/or attendance at classes for the course(s) had not been met at the time the circumstances emerged.

12.4 Tuition Fee Increases

Tuition fees for future years are subject to change at the discretion of the College. If tuition fees change, the College will notify students within a reasonable timeframe.

12.5 Tuition Fee Protection

As a higher education provider, the College is required to participate in tuition protection arrangements for both HELP students and domestic up-front paying students.

Information related to this legislation and the College's obligations should it default, are provided on the Department of Education Skills and Employment website [here](#).

12.6 Non-Tuition Fees

Students can expect to pay approximately \$400 - \$600 per annum for non-tuition related expenses such as text books, equipment, special clothing, printing, locker hire, events etc...