



**Resolve**  
beyond neurology  
**C O L L E G E**

# Student Handbook

# Welcome

We are delighted to welcome you to our college community. At Resolve Beyond Neurology College, we are committed to inspiring students to achieve their full potential by delivering high-quality, practitioner-ready courses that are both innovative and engaging.

Our programs combine self-paced, face-to-face, and blended delivery options with hands-on practical application. Whether you are beginning your own practice or seeking to enhance your existing natural therapy services, our professional qualifications are designed to support your growth and success.

This Student Handbook will familiarise you with the key aspects of our learning environment and provide guidance for both new and returning students.

We thank you for choosing to study with us and trust your time here will be both challenging and rewarding. Should you need any assistance or have questions, our team is here to support you.

We look forward to sharing this learning journey with you.

Warm regards,

**The Resolve Beyond Neurology College Team**

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# Pre-Commencement

## Enrolment

At Resolve Beyond Neurology College, we offer a range of flexible study options — online, face-to-face, and blended (a combination of self-study and online learning). You can move between these delivery formats at any time, allowing you to shape your learning experience to fit your needs and lifestyle.

Our face-to-face training is held in Moss Vale, NSW, Australia, with module dates released at the start of each year.

You are automatically enrolled into the course when you purchase the first module. When you're ready to begin your online studies, simply login and take the first step in your learning journey with us.

### Returning Students Registration

If you have studied with Resolve in previous years and need to complete assessments or finalise a course you will be sent a link to Register as well as this Student Handbook. Follow the instructions in the email to gain access to Learning Materials and Assessments.

## Two Factor Authentication (2FA)

To keep your account safe, our learning site uses **Two-Factor Authentication (2FA)** when you log in.

### What is 2FA?

Think of it like having two locks on your door — your password is the first lock, and a one-time code from your phone is the second. Even if someone guesses your password, they can't get in without the code on your device.

We use 2FA to:

- Protect your personal details and course records
- Help keep the learning site secure for everyone
- Prevent unauthorised access to your account

### Getting Started

When you log in for the first time, you'll be guided through setting up 2FA. You'll scan a QR code with your chosen authenticator app, which will then generate your login codes. Here is a simplified step-by-step guide to make the process quick and straightforward.

### How it Works

1. Log in with your username and password.
2. You will be prompted for a 6-digit code from your phone's authenticator app (Apple Passwords, Google Authenticator, Authy).
3. Enter the code to complete your login.
4. Each code changes every 30 seconds and can only be used once.

### Tips

- Keep your recovery codes in a safe place — they're like a spare key to your account.
- If you lose your phone or cannot access your codes, contact our support team at [students@resolvebn.com.au](mailto:students@resolvebn.com.au) for assistance.

## Language, Literacy and Numeracy

To get the most from your studies with us, you'll need a basic level of language and literacy skills. This means being able to read and understand the learning materials, follow written and verbal instructions, and complete short written tasks or assessments.

Numeracy requirements for our courses are minimal — the only expectation is that you can interpret simple graphics, such as the percentage-completion bar in your online learning portal.

While we don't conduct formal LLN testing during enrolment, we encourage you to let us know if you have any concerns in these areas. We can suggest resources and strategies to help you feel confident and supported throughout your learning journey.

## Course Learning Materials

After successful enrolment, you are given access to the online learning platform (LearnDash). This is where you will access all your learning and assessment materials. A 'Welcome' email will be sent with login details to enable your access to LearnDash. We recommend you login and familiarise yourself with the system prior to starting.

## Recognition of Prior Learning (RPL)

Recognising existing knowledge, skills and experience allows us to recognise determine skills and knowledge you may already have, so you don't need to repeat learning you've previously completed.

For first-time Resolve students, full RPL is only available for the Anatomy and Physiology module, provided you can supply evidence of equivalent study.

If you have previously studied muscle testing elsewhere, you may be eligible for partial RPL. To apply, you will need to:

- Successfully complete the Basics of Muscle Testing Module Knowledge Assessment, and
- Provide a video demonstrating the standard Indicator Muscle test.

For students who have studied with Resolve in the past, RPL will depend on how long ago the training was completed. In these cases, you will still be required to complete the relevant knowledge assessments and case study requirements, as formal assessment was not part of our earlier training.

If you believe you may be eligible for RPL, please contact us to discuss your experience and the evidence required.

## Access and Equity

At Resolve Beyond Neurology College, we are committed to creating a learning environment where all students are treated with respect, fairness, and dignity. We do not tolerate discrimination based on:

- Gender
- Age
- Marital status
- Sexual orientation
- Race or ethnicity
- Religious background
- Parental status
- Disability

Before and during your studies, we will work with you to ensure you are aware of the resources and support available to help you successfully complete your course. Our training and assessment practices are designed to be flexible, allowing us to respond to individual needs and provide options that support your personal circumstances.

We are committed to ensuring that students with different needs and abilities have equal access to opportunities to develop skills, knowledge, and experience. Our goal is to ensure every student has the chance to succeed.

## Training and Assessment

At Resolve Beyond Neurology College, our training and assessment processes are designed to be fair, transparent, and supportive, while preparing you for real-world practice. We actively follow the Principles of Assessment (validity, reliability, fairness, and flexibility) and the Rules of Evidence (authenticity, currency, validity, and sufficiency) as outlined by the Australian Skills Quality Authority (ASQA).

### Competency-Based Training

All of our courses are delivered using a Competency-Based Training (CBT) approach. This means your progress is measured by your ability to demonstrate the skills and knowledge required to meet clearly defined industry standards.

CBT focuses on:

- Receiving, processing, and applying information.
- Developing skills that prepare you for workplace application.
- Meeting competency standards rather than achieving comparative grades.

The emphasis is on real-world readiness, ensuring that by the end of your training, you can confidently perform the tasks expected in your professional role.

### Learning Delivery Modes

We offer flexible delivery options so you can learn in the way that best suits your lifestyle and circumstances:

- Face-to-face – Classroom-style delivery at Moss Vale, NSW
- Online – Fully self-paced online learning.
- Blended – Online learning combined with Zoom tutorials in an interactive, small-group setting.

You are free to move between these delivery options at any time.

### Duration of Studies

The full Resolve program suite typically takes three to four years to complete, depending on your chosen delivery method and your pace of study.

If you are attending any face-to-face modules, full details of dates and duration will be provided prior to enrolment.

If any part of your course is updated before you have completed it, you will be given a teach-out period to finish the program in line with your original enrolment. A teach-out period is a set amount of time in which you can complete the modules you originally started, using the version of the course and resources current at your time of enrolment.

Where changes are substantial, you may be required to repeat modules or module assessments. In such cases, additional fees may apply, and you may also need to purchase a new manual.

## Trainer and Assessors

Our Trainers and Assessors are highly qualified and have relevant industry experience, ensuring the content you receive is current, practical, and directly applicable to professional practice.

## Assessments

Your course assessments are designed to ensure you can apply the skills and knowledge you have learned to a professional standard. In a competency-based environment, your work is not graded with percentages or letters. Instead:

- Each assessment task is marked as Satisfactory or Not Yet Satisfactory.
- Once all assessment tasks for a unit are complete, your overall result will be Competent or Not Yet Competent.

All assessments are marked against clear, pre-defined criteria by a qualified Trainer/Assessor.

### Assessment Types

There are three main types of assessment used throughout your studies:

1. Knowledge Assessments
2. Case Studies
3. Practical Assessments

### Knowledge Assessments

The Module Knowledge Assessment measures your understanding of the key concepts covered in each module. Everything you need is contained in the Student Manual, so it is recommended that you read through the manual before attempting the assessment.

Key features:

- Open book – you may refer to your manual during the assessment.
- Variety of question types – multiple choice, true/false, fill-in-the-blank, and matrix sorting.
- Retry option – if you don't achieve a passing mark for the assessment, you can try again before moving on.

Completion requirements:

- You must answer 90% correctly to achieve competency for the module.
- There is no additional fee to complete the Module Knowledge Assessment.
- If you are unsure about a requirement or question, contact your trainer/assessor.

### Case Studies

Case studies assess your ability to apply your learning in realistic, client-focused scenarios. They show how you move from initial client contact to delivering recommendations, and they provide evidence of your practical and analytical skills.

What to submit:

1. Case Study Cover Page – completed using the official template.
2. Session Notes – following the format in the example provided.
3. Supporting documents – such as consent forms or referrals, where applicable.

**Cover page requirements:**

- Client details (initials only), age, gender, and session date.
- Confirmation of forms and consents.
- Summary of client's reason for visit.
- Session checks (e.g. indicator muscle verification).
- Recommendations, referrals, and supports provided.
- Client feedback and your own self-reflection.

**Session notes requirements:**

- Clear, chronological record of the session.
- Links between findings, techniques used, and client-reported issues.
- Professional language that would be understandable if reviewed later.
- Your own consistent notation or colour-coding system (optional).

**Privacy and confidentiality:**

- Use initials only.
- Do not include identifiable personal information.

**Number required:**

- You will be advised of the required number per module. All must be completed to the outlined standard.

**Submission format:**

- Typed or scanned handwritten cover sheet in PDF format
- Scanned handwritten session notes in PDF format.
- Cover sheet and Session notes must be submitted together in either one document or separate files.

*Tip:* To meet the file size requirements for a PDF to be submitted go to [smallpdf.com](https://smallpdf.com) to compress the size before you upload.

***Practical Demonstration***

Practical demonstrations allow you to show your skills in action, either in a real or simulated environment. This assessment focuses on your ability to:

- Apply techniques correctly and safely.
- Follow professional protocols.
- Communicate effectively with clients.
- Adapt your approach based on client needs.

**Submission options:**

1. Video submission – upload an unlisted YouTube video (instructions provided). Must clearly show all required steps with good audio and video quality.
2. One-on-one observation – live over Zoom or in person with an assessor (additional fee may apply).
3. Group observation – as part of a group mentoring session in Moss Vale or Wollongong, offering peer learning opportunities.

**What to include:**

- Clear explanation of the session to the client.
- Step-by-step demonstration of the required skills.
- Engagement with and feedback from the client.
- Session closure, including recommendations.

Assessment criteria:

- Accuracy and safety of technique.
- Adherence to scope of practice.
- Professional communication and client rapport.
- Completion of all required elements for the module.

If marked Not Yet Satisfactory, you will receive feedback and have an opportunity to reattempt the demonstration.

## Certificate Issuance

Upon successful completion of your course, a Certificate will be issued to you within 30 days of you being assessed as meeting all requirements for the course. *Note:* Certificates are issued in the name on your profile within LearnDash so it's important that you ensure the spelling is correct.

## Student Support Services

We are committed to supporting every student to succeed in their studies. If you require additional help, advice, or adjustments at any point during your learning journey, we encourage you to let us know so we can work with you to meet your needs.

As a Resolve Beyond Neurology College student, you have access to a range of support services designed to make your study experience positive and productive.

- **Administrative support** – Assistance with the enrolment process, accessing your course, and navigating the learning management system.
- **Academic support** – Ongoing guidance from your Trainer/Assessor throughout your course. If you have difficulties with course content, time management, workload, or related matters, please speak with your Trainer/Assessor or a member of staff for advice.
- **Clinic sessions with trainers** – In addition to their teaching role, many of our Trainers/Assessors also operate their own clinic practices. If you feel that a personal session could help you work through a challenge or deepen your understanding of the material, you may request a clinic referral.
- Please note that clinic sessions are separate from your course and will attract a fee payable directly to the trainer. Acceptance of a referral is at the trainer's discretion and subject to their availability.

If personal circumstances are affecting your ability to participate fully in your studies, we will work with you to identify solutions where possible. This may include internal adjustments or referral to external support services.

Our goal is to ensure you feel supported, informed, and confident throughout your time with us.

## Feedback and Continuous Improvement

We are committed to continually reviewing and refining our training and assessment practices to achieve the best possible outcomes for our students. Our qualifications, units, and learning resources are regularly reviewed to ensure they remain relevant, current, and aligned with industry standards.

Your feedback is an important part of this process. By sharing your experiences, suggestions, or concerns, you help us improve the quality of our training and support services.

You are welcome to provide feedback at any time during your course. At the completion of your studies, you will also be invited to complete a Learner Survey, which will be emailed to you.

To provide feedback at any stage, please complete the feedback form within LearnDash.

## Our Code of Conduct

We follow a Code of Conduct that outlines the professional and respectful behaviour you can expect from our staff — and the standards we expect from students in return (see Student Code of Conduct).

## Rights, Responsibilities and Obligations

Resolve Beyond Neurology College is committed to delivering high-quality training and assessment, maintaining compliance with relevant education standards, and providing a safe and supportive learning environment.

We ensure students are informed of:

- Our services, training opportunities, and available options.
- Our rights, obligations, and responsibilities.
- Any changes to our policies or procedures that may affect you.

## Changes to Agreed Services

If there are changes to the training and assessment services you have enrolled in, we will advise you as soon as practicable.

## Consumer Rights

We will ensure that our services will be:

- Provided with due care and skill.
- Fit for their intended purpose.

You will be given all relevant course information, including start dates, in-person locations, course duration, and assessments.

## Privacy Policy

Resolve Beyond Neurology College respects and protects your privacy. We are committed to handling personal information in a way that complies with Australian privacy laws and supports a safe, secure learning experience.

### Collection of Information

We collect personal information when you enrol and during your studies. This may include:

- Contact details, date of birth, and emergency contact information.
- Information about your learning needs, cultural background, and prior education.
- Records of your participation, assessments, and achievements.

We collect this information to:

- Manage your enrolment and training.
- Comply with our legal and reporting obligations.
- Provide learning support tailored to your needs.

### Storage and Security

Your personal information is stored securely and only kept for as long as necessary to fulfil our obligations. We retain training records in line with applicable requirements to ensure they can be validated or reproduced if needed in future.

## Use and Disclosure

We will not share your personal or training information with anyone without your written consent, except where required by law.

In some cases, we may be legally obliged to disclose information to government agencies such as the National Centre for Vocational Education and Research (NCVER) or relevant state and federal education departments.

## Your Rights

You have the right to:

- Request access to your personal information.
- Request correction of any information you believe is inaccurate.

To make a request, please contact our administration team in writing.

## Student Code of Conduct

As a student of Resolve Beyond Neurology College, you are part of a learning community built on respect, integrity, and shared commitment to professional standards. This Code of Conduct outlines your rights and responsibilities, as well as our expectations for behaviour throughout your studies.

## Your Rights

You have the right to:

- Be treated fairly, respectfully, and without discrimination.
- Learn in an environment free from harassment and bullying.
- Access high-quality training and assessment from qualified trainers.
- Receive clear information about your course content, delivery, and assessment requirements.
- Have your personal details and training records kept secure.
- Access the complaints and appeals process for any concerns.
- Apply for recognition of prior learning (RPL) where applicable.
- Receive regular information about your training progress.

## Your Responsibilities

To help make your training a success, you are expected to:

- Treat all students, staff, and visitors with respect and fairness.
- Avoid any behaviour that may offend, threaten, or harm others.
- Be punctual and prepared for training sessions.
- Follow all safety requirements and instructions.
- Actively participate in scheduled learning activities.
- Complete and submit all assessments as required, ensuring your work is your own.
- Ask for help if you require clarification or additional support.
- Follow all reasonable directions from trainers and staff.
- Keep mobile phone use to a minimum during training sessions.

*Note:* some of these only apply to the in-person delivery method.

If you have any issues that may affect your participation, such as language, literacy, numeracy, or personal circumstances, please discuss them with your Trainer/Assessor so we can explore possible support options.

## Work Health and Safety (WHS)

We are committed to providing and maintaining a safe learning environment for students, staff, and visitors. This includes promoting physical, mental, and emotional wellbeing.

As a student, you are expected to:

- Take reasonable care for your own health and safety, and that of others.
- Report potential hazards, accidents, or near misses to your trainer or staff member.
- Follow emergency and evacuation procedures as explained during orientation.
- Keep training areas neat, tidy, and free from hazards.
- Observe hygiene standards and safe work practices.
- Not smoke, consume alcohol, or be under the influence of drugs during training or assessment.

*Note:* some of these only apply to the in-person delivery method.

## Attendance

While attendance at online Zoom presentations (for blended delivery method) is not mandatory, we strongly encourage you to attend as it will support your learning and assessment outcomes.

If you cannot attend a scheduled session:

- Let the College know at least seven (7) business days before the relevant date where possible.
- In unforeseen circumstances, contact us as soon as practicable.

If you miss a session, we may offer a make-up class or provide access to a recorded session (where available).

## Course Fees

Course fees are published on our website and are payable module by module in advance.

- Only students in good financial standing are considered enrolled.
- Module Fees include materials, content delivery and assessments unless otherwise stated. Textbooks may be an additional cost.
- Manuals can be replaced (if damaged or lost) for an additional fee.
- Payments are made through our secure online portal.

## Cancellations and Refunds

There are limited circumstances under which a refund will be available and only applies to in-person deliver method.

- Withdraw one week or more before the start date: full refund.
- Withdraw less than one week before the start date: full course fees apply. (Note: Credit may be offered if we are able to reschedule however the module may not be offered again until the following calendar year).
- Withdraw after commencement: no refund.

## Extenuating Circumstances

If you believe exceptional circumstances apply, you may request consideration in writing with supporting documentation (e.g., medical certificate, official letter on letterhead). Approval is at the discretion of the College.

## Student Misconduct

We expect all students to uphold the integrity of Resolve Beyond Neurology College and conduct themselves appropriately in a learning environment. Misconduct includes but is not limited to:

- Academic misconduct such as plagiarism or cheating.
- Harassment, bullying, or discrimination.
- Falsifying information.
- Engaging in illegal activity.
- Endangering the health, safety, or wellbeing of others.
- Deliberate damage to property belonging to the College or Trainer.

### Possible Consequences

- Formal warning.
- Suspension from training.
- Payment for damage caused.
- Cancellation of enrolment without refund.
- Referral to police where appropriate.

Students have the right to appeal any decision in line with our Complaints and Appeals Policy.

## Complaints and Appeals

We aim to resolve complaints and appeals quickly, fairly, and confidentially.

- All complaints or appeals should be submitted in writing
- We will acknowledge receipt within two (2) business days and aim to provide an outcome within fifteen (15) business days.
- Records of all complaints and appeals are securely maintained.

### Assessment Appeals

You may appeal an assessment outcome if you believe:

- The process was not applied fairly.
- The decision does not reflect your performance.

To appeal, contact us to complete the required documentation.

## Final Note

We look forward to supporting you throughout your learning journey with Resolve Beyond Neurology College. Your success is our priority, and our team is here to help you achieve your goals. Thank you for choosing to study with us — we're excited to see the difference you will make in your professional practice.

## Key Contacts & Quick Reference

General Enquiries & Administration	sayhello@resolvebn.com.au
Technical Support (LearnDash, 2FA, online access)	ITstuff@resolvebn.com.au
Academic Support (course content, assessment queries)	Assessment@resolvebn.com.au
Complaints & Appeals	students@resolvebn.com.au
Clinic Session Enquiries	Direct to your trainer/assessor

## Glossary of Key Terms

Blended Delivery	A mix of online learning and live Zoom-based tutorials or face-to-face workshops
Case Study	A detailed record of a client session you submit to demonstrate your applied skills and knowledge.
Competency-Based Training (CBT)	An approach where you are assessed on your ability to perform skills and apply knowledge to industry standards.
Module	A unit of study within your course that focuses on a specific set of skills and knowledge.
Recognition of Prior Learning (RPL)	A process that assesses your existing skills and knowledge to determine if you can receive credit for parts of the course.
Teach-Out Period	The timeframe you are given to complete your course under the original requirements if the course is updated before you finish.
Trainer/Assessor	A qualified professional who delivers your course content, supports your learning, and assesses your competency.
Zoom	An online platform used for live virtual classes, meetings, and assessments.