
POLICY C26.3

CLINIC MANAGEMENT

1.0 INTRODUCTION

1.1 Context

The Australasian College of Health and Wellness (ACHW) is a nationally accredited institute of higher education offering qualifications ranging from Undergraduate Certificates to Bachelor degrees. ACHW's courses include units that involve clinical practical blocks that are organised using ACHW owned clinic premises as well as room hire agreements with fully functioning External Clinics. ACHW or Third-Party Partner (TPP) staff facilitate these clinical practical blocks.

The clinics used by ACHW are listed in Schedule 1 to this policy.

1.2 Purpose

The purpose of this policy is to outline the responsibilities and principles which govern the approval and use of clinic premises and the termination of external clinic agreements for the purposes of teaching clinical skills to ACHW and TPP students.

1.3 Scope

This policy applies to all ACHW and TPP staff and students who are involved in any way with External or Internal Clinics. This includes, but is not limited to, senior staff with overall responsibility for ACHW's activities and services, staff coordinating, teaching and supervising students in clinics, students being taught in clinics, staff and committees conducting due diligence and approval of a new clinic, staff developing agreements with clinics, and staff and committees conducting quality assurance of clinic facilities.

1.4 Scope Exceptions

This policy does not apply to ACHW and TPP staff and students who have no involvement with the clinics.

2.0 RESPONSIBILITIES

1. ACHW and TPP staff and students are responsible for complying with this policy and its procedure, clinic on-site procedures, manuals and policies, relevant Australian Standards and all legislated requirements.
2. ACHW and TPP staff are responsible for actioning the requirements of their role as outlined in the Clinics Procedure.

3. ACHW WHS Committee, ACHW Teaching and Learning Committee, and ACHW Academic Board are responsible for actioning their quality assurance role in respect to clinics as outlined in the Clinics Procedure.
4. The ACHW Corporate Board has oversight of clinics approving new internal or external ones or discontinuing new or current ones.

3.0 POLICY

3.1 Principles

1. ACHW ensures that due diligence is conducted on established external clinic premises prior to an agreement with them, as well as an assessment of the clinic's facilities, health and safety policy and procedures, compliance with legislation, standard operating procedures, and security measures.
2. In establishing internal clinic premises, ACHW ensures that the space is suitably fitted and equipped. An assessment of the clinic's facilities, health and safety provisions, compliance with legislation, standard operating procedures, and security measures is completed prior to commencing operation of the clinic premise.
3. ACHW ensures that clinics are appropriately accredited and registered for the safe and compliant delivery of beauty and dermal clinical services to clients and will not use a clinic without the required accreditation and registration being confirmed.
4. ACHW and TPPs notify students on admission that they must have had a Hepatitis B vaccination prior to attending clinics and must provide evidence of this.
5. ACHW provides students and staff with information about their attendance at clinics through the Student Handbook, relevant policies and procedures (for example, the Health, Safety and First Aid in the Workplace Policy and Procedure, the Infectious Diseases and Infection Prevention and Control Policy and Procedure, and this policy and its procedure), the Clinic Quality Assurance Framework and various other documentation relevant specifically to clinics.
6. ACHW ensures that students and staff are thoroughly inducted to the clinic environment, equipment, procedures and health and safety requirements and procedures.

4.0 DEFINITIONS

External Clinics - clinics not owned by ACHW which ACHW has an agreement with to use the clinic's facilities for teaching specific clinical skills.

Internal Clinic - Clinic owned by ACHW.

Modalities - different learning experiences or methods.

Third-Party Partner (TPP) - an organisation, other than ACHW, providing education services to students on behalf of ACHW, such as delivering an ACHW unit or course.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- ACHW documents specifically for clinics:
 - Australian Standard on Laser Safety
 - Clinic Opening Check List
 - Clinic Quality Assurance Framework
 - Clinic WHS Manual
 - Equipment List
 - Equipment Procedures
 - Registration Form for Attending Clinics
- Critical Incident Policy and Procedure
- Clinic Management Procedure
- Health, Safety and First Aid in the Workplace Policy and Procedure
- Higher Education Standards Framework (2021)
- Infectious Diseases and Infection Prevention and Control Policy and Procedure
- Staff Code of Conduct
- [State-based Work, Health and Safety Acts and Codes](#)
- Student Code of Conduct
- Work Health and Safety Act (2011) (Commonwealth) and Regulations

6.0 POLICY OWNERSHIP

Policy Owner	Chief Education Officer Higher Education
Status	Reviewed September 2025
Approval Authority	ACHW Academic Board
Date of Approval	11/09/2025
Effective Date	15/09/2025
Implementation Owner	Head of School, ACHW
Maintenance Owner	Senior Compliance Manager Higher Education
Review Due	December 2027

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
C26.0	14/09/2021	ACHW Academic Board	New Policy
C26.1	18/09/2024	ACHW Academic Board	Inclusion of requirements for Internal Clinics. Policy renamed to “Clinics Policy” from “External Clinics Policy”.

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
C26.2	13/01/2025	Executive Director	Changes to staffing
C26.3	11/09/2025	Senior Compliance Manager Higher Education	Minor administrative changes <ul style="list-style-type: none"> • Update to staff titles • Template slightly revised following benchmarking • Name change from Clinics to Clinic Management

SCHEDULE 1 - CURRENT CLINICS

The following organisations are the clinics ACHW currently uses:

Interna/External	Delivery Site	Address
External	Chevron Island	Suite 11/49-51 Thomas Dr, Surfers Paradise QLD 4217
External	ADSI	2/20 Queen St, Melbourne VIC 3000
Internal	ACHW	ACHW Clinic Level 3, Suite 3.10, 100 Collins St, Alexandria NSW 2015
Internal	ACHW	ACHW Clinic, Level 15, 120 Spencer Street, VIC 3000
External	WA	Rejuva Aesthetics, 4 Barker Ave, Como WA 6152