INSTITUTO PORTUGUÊS
DE OSTEOPATIA CLÁSSICA

IPOC Internal Training Regulations

2026

ENTIDADE FORMADORA CERTIFICADA

Index

Article 1: Object

The present regulation establishes the management and operational principles of the Instituto Português de Osteopatia Clássica – IPOC, hereinafter referred to as IPOC or the Institute, and defines its organisational structure and respective responsibilities.

Article 2: Student Selection Requirements

As a rule, the admission of applicants follows the general criteria below:

1. All applicants must have officially recognised basic training in Osteopathy (D.O. or C.O.), Physiotherapy, Occupational Therapy or Medicine.
2. Full completion of the enrolment form and submission of all requested documentation.
3. Existence of available places in the intended class.
4. Admission to specialisation courses may also be subject to the submission of a portfolio, the completion of specific knowledge assessment tests, or the verification of any other requirement deemed necessary.

Article 3: Enrolment Process

1. Following the public announcement of the courses, any interested party may request information about the course in question or carry out a pre-enrolment by e-mail, by telephone, through the form available on the Institute's website or by going in person to IPOC's premises, from Monday to Friday, from 14:00 to 19:00.
2. This first contact is accompanied by the sending/delivery of the registration form, with the indication of the documentation necessary for the registration process (when applicable), the Training Program of the course and the Internal Training Regulations.
3. To validate their pre-registration, each candidate must fill out the registration form correctly and fully and deliver the requested documentation.
4. The registration process is only effective after the selection of candidates by the Pedagogical Coordination. Applications will only be accepted from candidates who meet the prerequisites established for the course to which they are applying and meet the conditions required in terms of documentation to be delivered.
5. Candidates will always be selected according to the framework profile defined for each course, characterized in the respective Training Program, and by the motivation demonstrated for attending the course.
6. The selection of candidates is communicated to them by e-mail and/or telephone.
7. In the event of a tie, the order of arrival/receipt of the registration forms is the criterion for ordering the candidates.

8. Once selected, the registration of the Students will only be considered valid after the defined payment has been made and the receipt of the respective proof that must be sent to the e-mail formacao@ipoc.pt. Payment must be made by bank transfer, by cheque, or voucher via CTT.
9. The registration process culminates in the signing of a Professional Training Contract that reiterates the conditions for the Student's attendance of the course, defined in the Internal Training Regulations.
10. Throughout the process, the confidentiality of all information provided by the candidate is ensured, and this information is intended exclusively to be used for training purposes.

Article 4: Opening of Training Actions

IPOC is only obliged to open training actions that, one week before the scheduled start date, have the minimum number of registrations defined for each course. Students enrolled in classes that do not have the minimum number of students to start, may choose to transfer to another class, up to the limit of existing vacancies, or to cancel the registration, with a refund of the amounts paid.

Article 5: Training Structure

IPOC's training structure consists of a Training Director, the Pedagogical Coordination team and the Teachers. The work of these elements is supported by a collaborator who guarantees permanent service to the public.

Director of Training

It is responsible for training policy and its overall management and coordination. It is responsible for:

a) Ensure compliance with the requirements of the Certification and ensure the connection to the Certification System of Training Entities by DGERT;
b) Ensure compliance with the procedures defined in the Training Activity Quality Manual;
c) Ensure the management of resources allocated to training;
d) Mediating external relations related to training;
e) To ensure the articulation between the Institute's human resources and the recipients of the training;
f) Streamline the necessary procedures that allow the definition of IPOC's training offer and its adequacy to the professional needs of the market;
g) Prepare the Training Activity Plan and the Training Plan, planning the training projects to be developed;
h) Prepare the Balance of Activities – Training at the end of the year;
i) Ensure the promotion of review and continuous improvement actions;

j) Implement training quality management mechanisms;
k) Recruit and select new Teachers;
l) Ensure the necessary conditions for the normal functioning of training;
m) Ensure the financial resources essential for the operation of the training and carry out its economic and financial management;
n) Ensure the continuous updating of the Students' database;
o) Respond to complaints associated with the training activity.

Pedagogical Coordination Team

The Pedagogical Coordination team is responsible for the pedagogical component of the training and ensures direct support for the management of the training. It is responsible for:

a) Ensure liaison with the Director of Training;
b) Ensure the review of training programs, in conjunction with Teachers;
c) Monitor the development of training projects and the activity of Teachers;
d) Participate in meetings at different stages of the training projects with all the actors involved;
e) Pedagogically accompany Teachers and Students in the execution phase of the action;
f) Evaluate and guarantee the quality of the training and learning of the Students, through pre-defined methodologies and criteria agreed upon by the entire existing training structure;
g) To present to the Director of Training studies and proposals for the improvement of the quality of training;
h) Ensure all the necessary procedures for the development of the training activity;
i) To stimulate interdisciplinary coordination and collaborate with the Director of Training in the inventory of needs in equipment, didactic resources and support structures;
j) Ensure compliance with the rights and duties of Students, Teachers and IPOC;
k) Coordinate and monitor the entire evaluation process of training projects, including the preparation of evaluation reports.

Teachers

They are responsible for the preparation and pedagogical development of training actions. They are responsible for:

a) The elaboration of pedagogical resources for the development of the training action, (Training Program, session plans, manuals, exercises, among others) in articulation with the Pedagogical Coordination;
b) To design the planning of training actions;
c) Develop pedagogical activities;

d) Implement the defined syllabus, using the teaching methods and the appropriate didactic material;
e) Reformulate, together with the Pedagogical Coordination Team, whenever justified, training strategies and/or assessment tools;
f) To boost the training activity of the courses through the application of pedagogical methods appropriate to the recipients and objectives of the training;
g) Apply evaluation methods and instruments;
h) To boost the training activity in accordance with the guidelines provided by the Pedagogical Coordination;
i) Participate in the meetings for which they are summoned;
j) Update the records of the Technical-Pedagogical Dossiers of the courses they promote;
k) Inform the IPOC Pedagogical Coordination about the evolution of the learning processes of its Students;
l) Contribute to the good dynamization of IPOC training, informing the Pedagogical Coordination of any occurrence that occurs and the need to improve the facilities, equipment and pedagogical material distributed;
m) Strictly comply with the course schedule, communicating to the Pedagogical Coordination any situation of impediment or that requires any change in compliance with the approved schedule, justifying the reason for this situation;
n) Register the Students' evaluations.

Permanent Service

It is responsible for:

a) Ensure daily service to the public, in person and by telephone, from 8:00 am to 5:00 pm, from Monday to Friday;
b) Respond to any request from the public who wish to contact IPOC, referring to those who are entitled to do so.

Article 6: Payment Scheme

1. The registration of a Student in an IPOC course is only considered valid after the payment of the same, (the value of each course is duly disclosed in the IPOC price list that is made available to all Students).
2. In the case of the Specialization course in Classical Osteopathy, the registration of a Student implies the payment of a registration fee (the registration fee is paid in module I).
3. In this specific course, the payment of each module can be made in full (in which case the Student benefits from a discount of 5% of the total value of the module) or it can be made in

a phased manner in six installments that must be paid up to 5 days before the start of the seminar to which they refer.

4. Late payments lead to the suspension of class attendance, the prohibition of access to IPOC facilities and the retention of classifications, as well as the failure to obtain the respective Certificate of Professional Training and Diploma of completion of the course (in the case of the Specialization course in Classical Osteopathy).
5. The regularization of payments is subject to the increase that is set annually, in the IPOC price list (made available to all Students).

Article 7: Conditions of Operation and Termination of Contract

1. It is the responsibility of IPOC, as a Training Entity, to define the training schedule and schedule, as well as its possible change, and this will be disclosed in a timely manner.
2. The place of training will be indicated by IPOC, appearing in the materials to publicize the course and the Professional Training Contract to be signed with the Student.
3. In situations where, before the date set for the start of the course, IPOC is obliged to change the times or place of the training, it undertakes to notify the Students up to 24 hours in advance. If this situation is incompatible for them, IPOC undertakes to return the amount charged or to apply it in another registration, if that is the wish of the Student(s).
4. When, for reasons beyond the control of IPOC and not attributable to it, the plan planned for the course cannot be fully complied with, the Institute will make the necessary adjustments, and must, whenever possible, justify this fact to the Students.
5. Withdrawal from attendance or failure to pass a certain training action, either due to excessive unjustified absences or the sum of the curricular evaluation, does not entitle the person to a refund of the amounts paid and does not exempt the full payment of the training action.
6. With regard to the Specialization course in Classical Osteopathy, there is a specific procedure:
    a) Students who, for non-training reasons, cannot continue to attend the course and who wish to maintain the right to attend it, must communicate this fact in writing to IPOC;
    b) This right of attendance must be exercised until the second academic year following their withdrawal, under penalty of their loss;
    c) Students who have completed the three modules of the course and who wish to complete the course must submit the final work and submit to the final practical exam, in the following academic year or in the following academic year;

d) If, due to the restructuring of the course, there are changes in the curricular structure, it is up to the IPOC Pedagogical Team to present the Student with an alternative proposal so that they can complete the course;

e) The impossibility of presenting a proposal compatible with the teaching component attended by the Student so far implies the integration into a new course, without prejudice to the equivalences that may be recognized.

7. IPOC may unilaterally terminate the Professional Training Contract if the Student's behavior is detrimental to the normal functioning of the course. In this situation, the obligation of full payment of the course by the Student is maintained.

Article 8: Refund Policy

When the withdrawal from attending the training action results from the non-opening of the course or the impossibility of transferring to another class or other factors external to IPOC, which prevent the course from taking place, the Student is reimbursed for all amounts paid.

In other cases, as long as the withdrawal is communicated in writing, the following regime applies:

Course	Date of Withdrawal	Refund
Classical Osteopathy	Up to the 20th day before the start of the course.	80% of the amount paid as instalments, provided that the overdue payments have been made.
	After the 20th day before the start of the course and up to eight days before its start.	There is no refund, but the possibility of a credit, valid for one year, to be used in the IPOC.
	After the 8th day prior to the start of the course.	There is no refund, nor possibility of credit.
Other Formations	Up to the 15th day before the start of the training action.	80% of the amount paid as instalments.
	After the 15th day before the start of the training action and up to eight days before the start.	There is no refund, but the possibility of a credit, valid for one year, to be used in the IPOC.
	After the 8th day prior to the start of the course.	There is no refund, nor possibility of credit.

Article 9: Attendance and Punctuality Regime

1. The attendance of the students is verified by signing the attendance register.
2. All absences must be justified by a supporting document, however, such document is not used for the purpose of canceling the absence.

3. The Student will have a tolerance of 15 minutes after the time set for the start of each class, and after this period, it is up to the Teacher to decide whether or not the Student can remain in the classroom and, if not, to decide also on the application of the absence.
4. The Student may be absent without justification up to 15% of the workload of the classes of a given training action.
5. Absences greater than 15% of the course load are subject to justification and/or decision of the Pedagogical Coordination for the continuity of the Student's presence in the course.
6. The Student's participation in all activities integrated in the Training Program of the course is mandatory.
7. The absence of the Student from any class of the course is considered to be absent.
8. Absences given by the Student are considered justified for the following reasons:
    a) Duly proven illness or medical statement;
    b) Death of a relative in a direct or collateral line up to the 4th degree;
    c) Assistance in the illness of a member of the household, in cases where the Student proves that such assistance cannot be provided by another person;
    d) Other situations in which an entity determines the non-attendance of the Student, with the presentation of proof.
9. The justification of absences must be delivered to the Pedagogical Coordination within 8 days after the Student's return by presenting a valid proof.
10. Absences given by the Student are considered unjustified when a supporting document mentioned in the previous number has not been presented.
11. It is up to the Pedagogical Coordination to decide what is the pedagogical influence of the absences of each Student.

Article 10: Certificates

1. A Certificate of Professional Training will be issued, in accordance with the legislation in force, to each Student who fulfills the attendance and performance required for the course attended.
2. A course Diploma will be made available to Students who fulfill the attendance and performance required in the Specialization course in Classical Osteopathy.
3. In case of exceeding the limit of absences established for each course, the Student receives only one Declaration of Training Attendance, indicating the number of hours attended.
4. In the case of the Specialization course in Classical Osteopathy, at the end of each module attended and successfully completed, the Student receives a Declaration of Training

Attendance indicating the number of seminars attended and the total duration of the respective module.

5. The delivery of the Certificate of Professional Training and the Course Diploma (in the case of the Specialization Course in Classical Osteopathy) implies the full payment of the value of the same.

Article 11: Evaluation Regime

1. The methodology for assessing the learning of the participants in the training is defined in particular for each course, in articulation with the pedagogical objectives defined for it, and is duly explained in the Training Program.
2. For the Specialization course in Classical Osteopathy, the evaluation is supported by the following principles:
   a) Final Grade Calculation Formula - 25%MAC + 35%TF + 40%EFP;
      - MAC – Continuous Assessment Average (attendance, preparation and presentation of individual or group work on topics suggested or approved by the Teachers, oral interventions, commitment in practical classes and spirit of mutual help and initiative in the proposed activities);
      - TF – Classification of the Final Work (case study or bibliographic review of a pathology, according to the principles and practice of classical osteopathy);
      - VET – Classification of the Final Practical Exam in a real environment.
   b) The defense of the written work and the final practical exam take place in the 7th seminar of module III, after the conclusion of the teaching part of the course, with a single period for its realization, which comprises two calls that will take place at least thirty days apart and to which any enrolled student can have access;
   c) The evaluation of the students is expressed on a scale of 0 to 20 values;
   d) The final classification of each Student is communicated until the 15th day following the final practical exam;
   e) In case the student has a final grade lower than 10 points, in the sum of the three evaluative components, he/she must take the exam to be held on the dates indicated by IPOC. The respective exams are subject to the payment of a fee, the amount of which is fixed and included in the training price list (made available to all students).
3. For the remaining courses developed at IPOC, the methodology for assessing the students' learning is defined in particular for each course, in conjunction with the pedagogical objectives defined for it, and is also explained in the Training Program. It is intended, however, and whenever applicable, that the evaluation of the courses contemplates three

dimensions: diagnostic evaluation, continuous evaluation and summative evaluation, which assume different weights in the calculation of the final grade of each Student. The evaluation will be supported from the following evaluation scale: Successfully | No use.

4. The final result of the Students' evaluation is disclosed in a document suitable for this purpose, according to the final evaluation scale defined: from 0 to 20 values (from level 10 onwards the Student has success) or Successfully | No use.
5. In terms of the training evaluation methodology, it takes on two complementary configurations:
   a) Students evaluate the course through a training evaluation questionnaire, at the end of the training action or at the end of each module, in the case of the Specialization course in Classical Osteopathy – satisfaction assessment;
   b) Students evaluate the course in terms of its relevance, applicability and effectiveness in a post-training evaluation process, carried out 3 to 6 months after the end of the course.

Article 12: Rights and Duties of Students

Students are entitled to:

a) Participate in the course in which they have enrolled and receive the teachings in harmony with the program, methodologies and work processes defined and disseminated;
b) Attend quality training that promotes the development of their skills and competences;
c) Access all the information/documentation that supports the course, whether in paper or digital format;
d) Obtain a Vocational Training Certificate free of charge, at the end of the training, in accordance with the legislation in force, with the delivery of this being conditioned to the attendance recorded by the Students (provided that the limit of absences has not been exceeded) and to the regularization of the payments due;
e) Obtain a course Diploma free of charge, at the end of the Specialization Course in Classical Osteopathy, with the delivery of this being conditioned to the attendance recorded by the Students (provided that the limit of absences has not been exceeded) and to the regularization of the payments due;
f) Miss classes, without losing the right to remain in the course, provided that the total number of absences does not exceed 15% of the total duration of the course, except when expressly indicated by another criterion;
g) Benefit from personal accident insurance in their training activities;
h) Be treated with respect and correction;

i) Refuse to carry out activities that are not part of the object of the course;
j) To see the confidentiality of the elements contained in their individual file guaranteed, as well as their intimacy and privacy;
k) To be heard in matters that concern them, under the terms regulated;
l) To express their opinions and suggestions, in accordance with established procedures;
m) Know the regulations that apply to them;
n) Receive an identification card from the IPOC Student, if the course in question has a duration equal to or greater than one year.

Students have the duty to:

a) Comply with the Internal Training Regulations as applicable and observe the existing operating rules;
b) Attend the training with assiduity and punctuality, aiming to acquire the theoretical and practical knowledge that will be taught;
c) Participate in classes in an interested, dedicated and active way;
d) Refrain from using the mobile phone and/or other electronic equipment during the course of classes;
e) Abstain from smoking on IPOC premises;
f) Consult the IPOC Pedagogical Coordination whenever there are pertinent questions, having the right to clarification;
g) Treat IPOC and its representatives with civility;
h) Maintain loyalty to IPOC, namely by not transmitting to the outside world information about teaching equipment and processes that he/she becomes aware of during the training attended;
i) Pay in full, on the due dates, the installments of the course (even in the event of withdrawal from it);
j) Use with care and ensure the proper conservation of the equipment and other assets entrusted to it for training purposes;
k) Indemnify IPOC for the losses and damages it causes to the equipment or facilities due to intentional or negligent behavior;
l) Sign and comply with the conditions of the Vocational Training Contract.

Article 13: Duties of the IPOC

As a Training Entity, IPOC is responsible for:

a) Provide the programmed training, without prejudice to changes that may become necessary for supervening reasons;

b) Provide supporting documentation for each course;
c) Respect and ensure respect for hygiene and safety conditions at IPOC;
d) Prepare the registration elements contained in the Technical Pedagogical Dossier;
e) Ensure the pedagogical adequacy of the size of the groups of students;
f) Ensure the coverage of Students by personal accident insurance that protects them against risks and eventualities that may occur during training activities;
g) Provide adequate facilities, equipment and teaching materials to ensure the quality of training;
h) Analyze training monitoring and evaluation reports, complaints and suggestions that are presented, with a view to improving the training quality management system;
i) Issue a Professional Training Certificate free of charge to the Student in accordance with the legislation in force;
j) To issue free of charge to the Student a Diploma of the Specialization course in Classical Osteopathy with the required performance;
k) Ensure the integrity of each Student.

Article 14: Handling of Complaints and Suggestions

Complaints

1. Complaints can be submitted in the Complaints Book, and their treatment is processed in accordance with Decree-Law No. 156/2005, of 15 September, as amended by Decree-Law No. 371/2007, of 6 November;
2. The submission of a complaint by any other means may be made orally or in a form provided by IPOC, and must be submitted to the Director of Training;
3. Following the path of the previous point, complaints must be submitted within a maximum period of one month after the occurrence that motivates the complaint. The complaint is sent to the Director of Training, who will analyze and decide accordingly within ten working days. The decision taken is communicated to the signatory of the complaint.

Suggestions

For the purpose of receiving suggestions by our Students, we provide the following means:

1. Training Evaluation Questionnaire – Student, which has an open question that encourages Students to leave their suggestions to improve the quality of training.
2. Open communication with our team by email, phone or orally.

Article 15: Work Carried Out in the Context of Training

1. Students must complete all assignments within the deadlines set. Failure to do so or late delivery negatively influences the evaluation. The works submitted for evaluation must be collected within two months after the end of the course or the area of training to which they relate. At the end of this period, they are considered abandoned material, so they will be given a consequent destination;
2. IPOC reserves the right to use the Students' works either in internal documents or in public documents, whether or not of an advertising nature.

Article 16: Final Provisions

Cases omitted in this regulation or supervening will be decided by the IPOC Board, always respecting the legislation in force.

These Internal Training Regulations are available for public consultation at IPOC and in www.ipoc.pt.