



Policies & Enrolment Information DOMESTIC

JULY 2016

Important Information

We hope you find the following points helpful in making your decision to study at Brisbane School of Beauty (BSB) and Brisbane School of Hairdressing (BSH).

CAMPUS LOCATION

- The Brisbane campus is conveniently located on Queen Street Mall in the heart of Brisbane City in the Queen Adelaide Building, Upper Ground Floor (UGL).
- The Gold Coast is located in Pivotal Point Towers, 2 Nerang Street Southport
- Buses and trains from various locations of the city are a few minutes' walk to the campus.
- Our facilities are clean, bright and modern and utilise the latest equipment and resources.

ACCOMMODATION

There are many useful websites providing information about share house, home-stay, rental housing and units and houses for purchase. Share accommodation starts from around \$110 per week, inner city apartments rent from around \$250 per week, and home-stay costs around \$180 - \$250 per week.

LITERACY AND NUMERACY TEST

All students will be required to complete a Pre-Commencement Literacy and Numeracy test. This test may be completed at time of interview/tour or on day of commencement.

TRANSFERRING FROM ANOTHER COLLEGE

If you have been studying at another college you can change schools. Simply provide the required enrolment documents, successfully complete our Literacy and Numeracy Test, pay your fees and we will enrol you. Eligible students transferring from another Australian beauty college can start at any time in most cases however, it is recommended to commence with a class intake.

SO WE CAN ASSESS YOUR TRANSFER APPLICATION PLEASE PROVIDE THE FOLLOWING:

All documents on our enrolment checklist, a list of all your tools, equipment, text books, hair-goods that you own plus details of your current enrolment. This should include where and when you started, how much you have paid to date and a Statement of Attainment or academic transcript listing all the Units of Competency you have completed. It will be necessary to attend a personal interview at our Brisbane Campus where we will assess and prepare a quote for you to complete your studies with BSB and BSH.

Some restrictions apply to International students – please refer to the Important Information for International students section.

HOLIDAYS

- Holidays may be taken by prior arrangement with the college of up to four (4) weeks per year, however, this may extend the duration of the course
- The Diploma of Beauty Therapy runs on a four term schedule with programmed holidays included.
- The school has formal holidays for approximately 10 days at Christmas
- All Queensland and Australian National Public Holidays are also respected.

COURSE DURATION SUMMARY

The following is a summary of course duration for all local students.

HAIRDRESSING			
Course	Domestic Duration	Course	Domestic Duration
Certificate II in Salon Assistant - SHB20216	12 weeks	Certificate IV in Hairdressing	42 weeks
Certificate III in Hairdressing - SHB30416	52 or 85 weeks	Diploma of Salon Management - SHB50216	35 weeks
Certificate III in Barbering - SHB30516	42 weeks	Barber Pathway Programme (SOA)	16 weeks

BEAUTY			
Course	Domestic Duration	Course	Domestic Duration
Certificate II in Retail Cosmetics - SHB20116	20 weeks	Certificate III in Make-Up - SHB30215	36 weeks
Certificate III in Nail Technology - SHB30315	36 weeks	Certificate IV in Beauty Therapy - SHB40115	48 weeks
Certificate III in Beauty Services - SHB30115	36 weeks	Diploma of Beauty Therapy - SHB50115	72 weeks
** Course durations may be shortened due to RPL & Credits			

STUDY TIMETABLE / MODE OF DELIVERY

- All study is completed on campus at all times.
- Students undertaking all courses in Beauty and Hair will attend the assigned BSB and BSH campus as per their study pattern outline
- Flexible arrangements may be approved on a case by case basis.

EXTRA CURRICULAR ACTIVITIES RELATING TO HAIRDRESSING

We encourage and help our students to get involved in activities relating to the beauty industry, such as shows, photography shoots and competitions. Details will be provided by your educator during your course.

DEFERRALS OR SUSPENSION OF STUDIES

The School may defer or suspend your enrolment in the case of illness where a medical certificate is issued by a registered medical practitioner that states that you are unable to attend classes as a result of illness. The school may also defer or suspend your enrolment in the case of misbehaviour. The maximum deferment or suspension is 3 months.

ASSESSMENTS

For successful completion of all Units of Competency, students will undertake written and practical assessments. Written Assessments will be in an in-class environment under supervision. Practical assessment will be in class and on the clinic floor. Students are given the opportunity of further training and reassessment should they not meet the assessment criteria.

SUBMISSION OF ASSESSMENTS

Cheating, plagiarism or submitting other people's work as your own is unacceptable behaviour. Students are expected to do their own work at all times. Cheating in exams, copying from other students or submitting other students' work as your own is unacceptable and may lead to suspension or cancellation of your enrolment. The objective of your course is for you to become competent in all the units of competency in the course therefore you must do your own course work.

ACADEMIC PERFORMANCE

Unsatisfactory academic performance is defined by the School in accordance with Australian Government standards. Your academic progress will be recorded on a regular basis and should your progress become a matter of concern to the School, you will be required to attend a counselling session and take steps to rectify the situation or to undertake other commitments required by the School. Should you not make academic progress after this rectification process your enrolment may be cancelled.

ATTENDANCE

BSB and BSH has the expectation that your attendance will be 100%. Please be mindful that you will be required to pay extra fees if you are unable to finish within the required period. We offer an additional 20 days of free training with the Certificate III in Beauty Services and Hairdressing, after this extra time fees will apply. The School monitors attendance in accordance with Australian Government standards and records absenteeism on your file due to any circumstances.

ABSENTEE or LATE NOTIFICATION

BSB and BSH has a dedicated phone number operating 24 hours a day for students that will be absent and or late for class. Please call 30464949 stating your full name and class group (apprentice or intake date) so the message can be forwarded to the appropriate staff member.

COMPLETING YOUR COURSE

We will provide you with assistance where possible to successfully complete your training program within the specified times. We also provide you with extensive resources, excellent instruction, plenty of practise on our regular and new clients. To graduate you need to:

- Successfully complete all units of competency.
- Complete at least the minimum number of hours in the course.
- Complete the productivity targets (numbers of each type of service).
- Maintain a high level of attendance (above 90%).
- Pay all fees on time.

NOTIFICATION OF ADDRESS / CONTACT DETAILS

You must advise us of your residential address and other contact details from the date of applying for enrolment until you have finished your course and received your certificates. You must notify the School of any changes to your residential address within seven (7) days of changing address.

CAREER OPTIONS

A demand for quality beauty and hair industry specialists currently exists within Australia. You may use Brisbane School of Beauty and Brisbane School of Hair's free job placement service that is available to our graduates.

To find out about positions currently available in personal services visit www.seek.com.au or www.careerone.com.au.

ABOUT THE UNIQUE STUDENT IDENTIFIER (USI)

Every year, an estimated three million Australians build and sharpen their skills by undertaking nationally recognised training. From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

STUDENT SUPPORT SERVICE

BSB and BSH has support services and systems to help both our local and International students. These services include counselling, grievance handling and dispute resolution. Information is also provided regarding Orientation, Academic Progress, and Accommodation.

Student Liaison officers are available to provide assistance to our students.

Contact & Title	Phone	Email	Fax
Jan Martin Student Contact Officer	07 3229 2999	jan@brishair.com.au	07 3221 0292
Tina Palazzotto Student Contact & Critical Incident Officer	07 3229 2999	tina@brishair.com.au	07 3221 0292

REPLACEMENT FEES FOR LOST ITEMS

Item	Cost
Replacement Training Record Book	\$60
Replacement Assessments & Training Workbooks	\$60
Replacement Certificates/Statement of Attainment	\$50 per Certificate
Records Recovery from Archives	\$150
ID Card Replacement	\$5
Locker Key Replacement	\$10

Code of Ethics for Local & International Students

We follow these principles in dealing with all our students. They help to guarantee you enjoy and benefit from your course.

PROVISION OF EDUCATION AND TRAINING SERVICES

- We maintain high professional standards of training and student management.
- We provide a learning environment that helps you to succeed in your studies and your career.
- Our Certificate and Diploma courses are registered with State and National government organisations
- Our trainers and our management team are sensitive to various cultural needs and expectations.

MARKETING OF BSB AND BSH

- We aim to market our School simply, accurately, and honestly. The information we provide:
- We will provide the most up to date and accurate information available to us regarding our courses, the school, our education and training system/s.

OUR FINANCIAL STANDARDS

- We will protect the money you pay us until it is needed to pay for your course.
- The agreement between you and BSB/BSH will be clearly documented in writing. The school grants you certain rights and these are balanced by your responsibilities to the school.
Recruiting Students:
- We will only accept you as a student if we believe you have the ability to complete the course you choose. This means you might have to prove your English language skills, your education level, or previous training to us.
- If you need to study more English before you can progress with us, we can help you to arrange a suitable course.
- We support the "Equal Opportunity" philosophy for our students and our educational and management team.

STUDENT SUPPORT SERVICES

- We are sensitive to cross cultural issues.
- We will try to meet any reasonable special needs you may have.
- We have a fair process for handling any complaints.
- We will take reasonable steps to help you overcome any school-related problem you may have.

DEFERMENT

Students may defer their studies only in compassionate or compelling circumstances such as their own serious illness or a death in the family. You must apply for deferral by completing a deferral application form BEFORE you commence your deferral period.

CANCELLATION OR SUSPENSION OF YOUR ENROLMENT

- The school has a policy regarding cancellation of enrolment for academic misconduct or for general misconduct.
- Penalties for misconduct take into account the nature, extent and or the repetition of the misconduct.
- Time lost when you are under suspension is penalised as absenteeism and may lead to a student being reported to Centrelink or DIBP.
- Cancellation of your enrolment results in a report being made to Centrelink or DIBP if required.

HOW WE SETTLE DISPUTES

The school has a formal procedure for addressing complaints and academic appeals. Our procedure ensures that if you ever have any need to complain the school will handle it promptly and fairly. In the event of a complaint concerning any matter in relation to the training, a student can:

- Talk directly with the person concerned to try and resolve the problem.
- Seek the assistance of his/her educator.
- Consult the Principal.
- Consult the General Manager.
- If the problem is still unresolved, the student will be advised of external organisations, e.g.Consumer Affairs, the Attorney General or the relevant Government Department.
- All records of any complaint will be kept on file.
- BSB/BSH abides by Freedom of Information and Privacy principles.
- BSB/BSH will maintain the student's enrolment while the dispute process is ongoing.
- Clients will be given a written statement of outcomes of the complaint including reasons for the decision.
- This dispute resolution policy does not prevent a student from exercising their rights to other legal remedies.

REFUND POLICY

1. The course Application Fee is not refundable under any circumstances.
2. Any pre-paid tuition fees are held in trust until the commencement of the course.
3. This agreement and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's Consumer Protection laws.

Cancellation before course commencement

4. If a student withdraws/cancels from a course prior to the scheduled commencement date, tuition fees prepaid will be refunded (not including \$1000 application fee).

CANCELLATION/WITHDRAWAL AFTER COURSE COMMENCEMENT

5. If a student withdraws from a course after the scheduled commencement date, then the student is obligated to pay the full balance of fees and no refunds are possible. All fees must be paid for the entire course package even if you choose to withdraw, or if you are asked to leave the college for non-compliance of school rules, or if your visa is cancelled.
6. If the school cancels a course, all fees will be refunded (incl. application fee) or transferred to a future course.
7. All withdrawals will be considered on a case by case basis. The scheduled commencement date, and the date of the Withdrawal Form becomes your enrolment period. Any calculations will be based on this enrolment period. At the schools discretion and final account will be calculated at \$60 per day per our short course fee structure.

REQUESTS FOR REFUNDS

8. Applications for refunds must be made on an "Application for Refund Form" & submitted as soon as practicable. If a student is under 18 years of age a guardian must co-sign the Application for Refund form.
9. The school will consider extenuating circumstances and reserves the right to decide if it will pay a refund. Please contact our Director in writing.
10. Refunds are only paid in Australian Dollars and will take up to 21 days to process from the date we receive the completed Application for Refund.
11. If a student's fees remain outstanding no certificates or statements will be issued.

COURSE DEFERMENT

12. Students physically unable to continue their studies due to exceptional circumstances may complete a "Course Deferment Form" and an interview with the principal. A deferment is valid for up to 3 months from the date it is granted. Fees due during deferment must continue to be paid.

SPECIAL CLAUSES FOR INTERNATIONAL STUDENTS ONLY

13. If, for reasons beyond the student's control, a Student Visa is not issued a full refund of all money paid will be made upon the school's receipt of confirmation from the visa-issuing authority.

14. If your visa is cancelled because of poor attendance, poor academic progress or for some other reason, all tuition fees become due and payable immediately. No refund will be made. The School is obliged to inform the Department of Immigration of any student who cancels their enrolment or commencement date.
15. The school will not refund any commissions already paid to your Agent (if applicable).
16. Compulsory Overseas Student Health Cover will be refunded if applicable. If your course has commenced or if we have already paid the health cover provider on your behalf, you will need to apply directly to them for a refund of OSHC fees.
17. The ESOS Act states that you may not withdraw until you have completed 6 months of your Principal Course which is the final course in the package used to get your student visa to come to Australia.
18. The provisions of the ESOS Act 2000 and the ESOS Regulations 2007 cover provider default

PRIVACY POLICY AND RELEASE

The information provided by you to the BSH and BSB may be made available to Commonwealth and State agencies and the Fund Manager of the ESO Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code. Further, the School is required under s19 of the ESOS Act 2000, to tell the Department of Immigration and Citizenship about certain changes to the student's enrolment and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance. The School may take and use photos and/or videos of you and your work whilst you are studying at the school for administration, marketing and promotional purposes.

SOCIAL MEDIA POLICY

Students are reminded that only positive notes about the college and fellow students are displayed on social media sites when making reference to BSB or BSH. Under no circumstances should offensive or derogatory comments be made about BSB/BSH staff, students or clients on the internet. This may amount to cyber-bullying and could be deemed a disciplinary offence. Circumstances where online use of social media may result in disciplinary action include:

- Use of sites to bully, harass, discriminate or vilify work colleagues and customers;
- Use of the sites as a forum to publicise workplace disputes or grievances;
- Posting of defamatory content on such sites;
- Disclosure of confidential information or intellectual property on the sites; or
- Serious or repeated breaches of this policy.

Students who engage in breach of policies even outside college, may be liable to face disciplinary action. Failure to comply with the policy may result in disciplinary action being taken against students which may include suspension.

SCHOOL RULES

Professional conduct is the only level of conduct we expect from our students. Professionals do not arrive late; they treat clients, instructors and fellow students with courtesy and respect. They take the time to follow the rules of good grooming and proper hygiene and maintain an awareness of their surroundings at all times. The following rules reflect the level of conduct you will be expected to maintain throughout your career. The best way to begin that career is to act like the professional hairdresser you want to be.

1. Normal school hours are Mon-Thur: 9.00am - 5.00pm and Fridays 8.30am - 5.00pm public holidays excluded. Theory classes run from 9.00am - 4.30pm. Students should arrive by 8.50am to begin tuition at 9.00am and 8.20am for 8.30am commencement on Fridays.
2. Lunch break is of 30 minutes duration and is to be taken at a time designated by the Instructor on the floor or the Salon Receptionist/Floor Manager.
3. Students should not leave the school during school hours without the permission of Salon Receptionist/Floor Manager or their Form Teacher or the School Principal.
4. Students must record only their own attendance records on the school's computer. Logging on or off for someone else is unacceptable.
5. Students must telephone School Reception between 8.30am and 9.00am if they are unable to attend classes or will be late.
6. All programs are continuous and no allowance can be made for absenteeism or lateness.
7. Applications for holidays must be approved by the Principal before you purchase tickets or take leave.
8. Students should be well groomed and neatly attired at all times. Clean black and/or white clothing and comfortable closed-toed shoes should be worn. Soiled and stained clothing is not acceptable. (BSH/BSB T-shirts may be purchased at a very reasonable price).
9. Students must wear their name badge during school hours.
10. Students are responsible for their own Kit. Students must not borrow equipment, books or hair goods from others.
11. Each student must clean up his or her workstation including the floor area, after each service. Hair must be swept up immediately after each cut is completed.
12. We expect everyone to be courteous and happy in the salon. Under no circumstances will bad manners, bad temper or criticism be tolerated.
13. English must be used at all times with clients unless an Instructor or the Salon Receptionist/Floor Manager has granted special permission.
14. Students must follow all work instructions given by the Floor Manager, Instructors or School Management.
15. Students must not refuse clients assigned to them by the Salon Receptionist/Floor Manager.
16. While a student is working with a client, no other student may visit him or her and students may not help each other without the permission of an Instructor.
17. An Instructor must check all work done by students and are happy to help with consultation, guidance, sales and advice.
18. Students must pay in advance for any school supplies for personal use such as tints, bleaches, rinses etc.

19. Students on dispensary duty are responsible for checking out and documenting receipt of all supplies and equipment.
20. Students on the duty list will perform the duties listed at the prescribed times.
21. Students under 18 must provide a consent form signed by their parent or guardian for all off campus activities, holidays and absenteeism.
22. The lunchroom must be kept clean and tidy at all times.
23. Mobile phones and music players must be turned off during school hours.
24. No personal calls are to be made on the business telephone except in case of emergency.
25. Eating, drinking, smoking, using illicit drugs, consuming alcohol and chewing gum are not permitted in the school.
26. Copying, cheating, plagiarism or passing off other student's work as your own is unacceptable. Theft of any school property or from other students will not be tolerated.
27. Sexual harassment violence and discrimination on the basis of age, race, gender or sexual preference are unacceptable.
28. Visitors are permitted only in the reception area.
29. All units must be completed and students must have reached competency in each unit within 20 days of the completion date of the course. If further training is required after that date extra fees will apply.
30. Workplace Health & Safety rules apply throughout all areas of the school.

ADDITIONAL FEES AND CHARGES

If you agree to a payment plan but fail to make your payment within 7 days of the due date a 5% administration charge will be added to your payment.

If you have not reached your minimum hours and achieved all competencies by the end of the course (including your 20 extra days), then a re-enrolment fee of at least AUD\$60 per day will be charged.

COMPLETION AND CERTIFICATES

To complete your course and receive your certificate you must have achieved all competencies, met attendance requirements, achieved acceptable client service targets, passed all exams and paid all fees.

DIPLOMA OF BEAUTY THERAPY/VET FEE-HELP

All information in relation policies and procedures for VET Fee-Help can be found online at;

The course tuition costs are \$15,800 of which up to 100% can be covered by VET Fee Help. Students who access Vet Fee Help are charged 20% loading from the Federal Government. The total debt to be incurred at completion of this Qualification will be \$18,960. The debt will be repaid when your income is above the minimum repayment threshold through your income tax.

VET Fee Help is available to eligible applicants for the Diploma of Beauty Therapy – BSB delivers the training on behalf of Demi International Beauty Academy ('DIBA') (RTO number 32542 Vet Fee Help Provider No. 7742).

Payment Options for BSB and BSH Courses

PAYMENT PLANS

To make your tuition affordable, pre-approved payment plans are available at no extra cost to you. These plans are outlined during your interview and tour.

*Pre-Approved payment plans are offered for your convenience; course application fee is due with your enrolment documents and is non-refundable. Tool kit fees are due before commencement date. BSB and BSH are happy to consider alternative plans to suit your needs. Please submit your preferred payment plan in writing with your application for consideration on a case by case basis. A 5% administration fee will apply if your payment is more than seven (7) days late.

COURSE FEES

Please refer to "Course Fees and Payment Plans" for further details. You can pay by Cash, Australian Bank Cheque, EFTPOS or Internet Transfer. Bank details are on the enrolment form. Please provide by e-mail (admin@brishair.com.au) a copy of the bank documentation so we can start processing your enrolment application.

PLEASE NOTE: If you pay by credit card (MasterCard or Visa) 3% surcharge applies, The college does not accept American Express or Diners Club Card.

Additional fees

- For Certificate III in Beauty and Hair students at the completion of your enrolment period you will be given 20 free days of training to complete your course. This is explained in the course information section. A tuition fee of AUD\$60 per day applies if you fail to complete a course within this time.
- Purchase of a standard kit is sufficient to meet the requirements of the qualification.
- International students will also be required to purchase Overseas Student Health Cover (OSHC).
- Replacement fees will be charged for training record books, certificates, record recovery, ID Cards etc, please refer to the price list within this booklet.

WORKING WHILST STUDYING

Students can work limited part time hours before their allowances are affected, and many work in salons on the weekend or some late nights. Please keep in mind that work restrictions do apply to international students on a student visa (maximum 40 hours per fortnight).

CERTIFICATE 3 GUARANTEE PROGRAM

The Certificate 3 Guarantee is a key initiative under the Queensland Government's five-year training reform action plan, Great skills. Real opportunities. The Certificate 3 Guarantee provides a government subsidy to support eligible individuals to complete their first post-school certificate III qualification. It also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

VET Fee-Help

VET FEE-HELP is an Australian Government loan scheme that assists eligible students to pay their tuition fees for higher-level VET courses (at the diploma-level and above) undertaken at approved VET FEE-HELP providers.

With a VET Fee-Help loan eligible students can study now and pay later, to find out more please talk to our friendly staff.

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Refund Policy

The AUD\$1000 Application Fee is not refundable under any circumstances.

Any pre-paid tuition fees are held in trust until the commencement of the course.

This agreement and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's Consumer Protection laws.

Cancellation before course commencement

If a student withdraws/cancels from a course prior to the scheduled commencement date, tuition fees prepaid will be refunded (not including \$1000 application fee).

Cancellation/withdrawal after course commencement

If a student withdraws from a course after the scheduled commencement date, then the student must complete a Withdrawal Form and is obligated to pay the full course fees and no refunds are possible. All fees must be paid for the entire course package even if you choose to withdraw, or if you are asked to leave the college for non-compliance of school rules, or if your visa is cancelled.

If the school cancels a course, all fees will be refunded (incl. application fee) or transferred to a future course.

All withdrawals will be considered on a case by case basis. The scheduled commencement date, and the date of the Withdrawal Form becomes your enrolment period. Any calculations will be based on this enrolment period. At the school's discretion any final account will be calculated at \$60 per day per our short course fee structure.

Requests for Refunds

Applications for refunds must be made on an "Application for Refund Form" & submitted as soon as practicable. If a student is under 18 years of age a guardian must co-sign the Application for Refund form.

The school will consider extenuating circumstances and reserves the right to decide if it will pay a refund. Please contact our Director in writing.

Refunds are only paid in Australian Dollars and will take up to 21 days to process from the date we receive the completed Application for Refund.

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The school will not refund any commissions already paid to your Agent (if applicable).

Compulsory Overseas Student Health Cover will be refunded if applicable. If your course has commenced or if we have already paid the health cover provider on your behalf, you will need to apply directly to them for a refund of OSHC fees.

The ESOS Act states that you may not withdraw until you have completed 6 months of your Principal Course which is the final course in the package used to get your student visa to come to Australia.

The provisions of the ESOS Act 2000 and the ESOS Regulations 2007 cover provider default.



Brisbane School of Hairdressing & Brisbane School of Beauty
UGL Queen Adelaide Building, 90 - 112 Queen Street Mall
Brisbane Queensland 4000
P: (07) 3222 2222 F: (07) 3224 2222

Gold Coast School Campus
Shop G105 Australia Fair Shopping Centre, On Southport Mall
Southport Queensland 4215
P: (07) 5524 4644 F: (07) 5522 4724



DFL Education (QLD) Pty Ltd trading as
Brisbane School of Beauty - Brisbane School of Hairdressing - Brisbane School of Barbering - Gold Coast School of Hairdressing
ACN 150 738 195 - ABN 53 150 738 195
CRICOS Provider Number 03319G - Registered Training Organisation Number 32488
E: admin@brishair.com.au - W: www.brishair.com.au