



Academies Australasia Hair & Beauty Pty Ltd  
(AAHB)

t/as

Brisbane School of Hairdressing  
Gold Coast School of Hairdressing  
Brisbane School of Beauty  
Brisbane School of Barbering

# STUDENT HANDBOOK 2020

Version 2.3



# WELCOME

By choosing to study at Academies Australasia Hair and Beauty Pty Ltd (AAHB), you have taken a positive step toward your future.

The school has been established for over 35 years and has been at its present location since January 2003. Prior to this the Brisbane campus was located in Ann Street for ten years, Creek Street for approximately 5 years, and previous to that in George Street. The Gold Coast campus has been established since 1991 and has the same affiliations and government accreditations as the Brisbane School of Hairdressing and Brisbane School of Beauty, and Brisbane School of Barbering. We are also a member of ACPET (Australian Council for Private Education and Training).

AAHB is proud to be a member college of the Academies Australasia group. Academies Australasia is a leading education provider offering English language, Senior High School, Singapore Government School Preparatory Certificate, Certificate, Diploma, Advanced Diploma, Bachelor and Master degree courses. The group has been operating for more than 105 years and listed on the Australian Securities Exchange for more than 36 years. There are multiple colleges in the group, each with its own licence to operate as an education institution operating in New South Wales, Queensland, Victoria in Australia, and in Singapore. Over the years, Academies Australasia colleges have taught tens of thousands of students from 118 countries. For a full list of colleges and courses on offer please visit [www.academies.edu.au](http://www.academies.edu.au)

Our teaching methods and resources have been developed over the years to ensure that our graduates and apprentices are equipped to perform professionally in a competitive commercial environment. This gives the schools the leading edge in education and the recognition that no unaffiliated school can match.

AAHB is committed, through our vocational and training programs, to delivering practical courses which get our students jobs and enhance their career prospects. We also help the students to develop personal and professional skills and attributes.

Our courses are carefully structured to meet relevant industry needs with the majority of our courses focusing **on 'hands on' practical training with** on-campus commercial training facilities.

With so many opportunities and excellent training you can be assured you have chosen the leading private vocational education and training facility in Queensland. We wish you every success with your studies, and we will endeavour to guide you to achieve your career goals.

## MISSION STATEMENT

*Brisbane School of Hairdressing,  
Gold Coast School of Hairdressing,  
Brisbane School of Beauty, and  
Brisbane School of Barbering  
recognise the value of client satisfaction in a  
competitive world and the major contribution to  
the satisfaction is made by the supply of products,  
services and training to an assured level of  
quality.*

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# INTRODUCTION

AAHB is a Registered Training Organisation and meets all administrative requirements as set by both the State and Federal Governments of Australia including, but not limited to, the national standards for NVR Registered Training Organisations. This Student Handbook contains essential information for new and continuing students, including details of academic and support services, policies, administrative procedures, facilities, induction and enrolment procedures etc. From here on Brisbane School of Hairdressing including the Gold Coast Campus, Brisbane School of Barbering, Brisbane School of Beauty will be referred to as AAHB.

## STUDENT RECRUITMENT AND ENROLMENT

An enrolment will only be deemed complete and a person considered a student when:

- An enrolment form has been completed and signed,
- A receipt for all applicable fees and charges has been issued in acceptance of their money, *or*
- An instalment plan is negotiated and approved by the General Manager or delegated officer.

Referral to the fees and payment plans outlined in the enrolment information kit should be addressed.

## GOVERNMENT FUNDED COURSES

As a student you may be eligible for specific government funding. Please be aware that you must meet eligibility requirements before enrolment can be finalised.

In Queensland support is currently available under:

### Certificate 3 Guarantee

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school Certificate III level qualification (students will no longer be eligible for a government-subsidised training place under this program once they complete the qualification level targeted through the program) and increase their skills to move into employment, re-enter the workforce or advance their career. The program also supports school students to **access training and Queensland's Year 12 graduates to transition to employment by** providing fee-free training in high priority qualifications.

### VETis

This funding is provided for students to complete one VETis qualification listed on the Queensland Training Subsidies List while attending secondary school (in Years 10, 11 and 12). Qualifications are primarily at certificate I and II level and are those that have been identified by industry as leading to employment. The school-based apprentice/ traineeship pathway may be used for certificate III and above level training.

For more information on the Certificate 3 Guarantee, including eligibility requirements, subsidy information, concessional student status and program related documents please read the Certificate 3 student fact sheet and other information available at [www.training.qld.gov.au/certificate3guarantee](http://www.training.qld.gov.au/certificate3guarantee).



## CHANGE OF ENROLMENT

Students wishing to apply to change their enrolled course/s must contact the Administration Officer, complete the application to change course form, outline the reasons for this change, pay the change of course fee (\$150.00) for each enrolment change and submit to UG administration desk. (admin@brishair.com.au)

## CHANGES OF PERSONAL DETAILS

If you change your personal details you must inform the college of all of the following changes: address, name, contact details, enrolment status, or visa status within 7 days. After enrolment it is your responsibility to notify the **school's administration** office of the changes to avoid mistakes in mailing reports, certificates or college related details. You can complete a **"Student Contact Details" form**. EMAIL is our preferred method of communication. This provides future referencing if required, covering all of the above, including college news and updates. Please keep your email address details up to date and checked regularly. It is also a requirement of the ESOS Act that students on a student visa provide any change of name and address of a contact person in case of an emergency.

## Transcripts and Certificates

At the end of the course, a certificate indicating a level of achievement will be issued. You will need a Unique Student Identifier (USI) and complete a course completion questionnaire and certificate request form to obtain a certificate or qualification.

## UNIQUE STUDENT IDENTIFIER

Every student will need a Unique Student Identifier (USI) to obtain their certificate or qualification from their registered training organisation, when studying nationally recognised training in Australia.

The USI details must be provided to the College upon commencement of the course. USI details are entered and verified in the Student Management System.

Get your USI :

Go to <http://www.usi.gov.au>

**Click on "Create your USI" and follow instructions**

Keep record of your USI

Submit your USI

## ACCESS AND EQUITY

Access and equity policies are incorporated into operational procedures which all staff are made aware of at induction. The school prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients. These programs are equitable taking into consideration each **person's cultural and linguistic needs.**

## LAWS ALL STUDENTS SHOULD KNOW

Anti Discrimination Act  
Sexual Harassment Act  
Copyright Act  
Privacy Act

## INTERNATIONAL STUDENTS CONSUMER GUIDE

In Australia, every person has the right to be protected from unfair business practices. QLD Fair Trading is the state government agency that resolves disputes between consumers and businesses. This information aims to help you understand your consumer rights and responsibilities in QLD.

# STUDENT SERVICES AND SUPPORT

## STUDENT ORIENTATION AND INDUCTION

The school conducts orientation sessions for every student attending AAHB at which useful and important information regarding course outcomes, assessment, dress standards and other course requirements are given. Principals and staff will present an orientation session which runs approx. 3 hours on the first day. If a student does not attend they must contact our administration to re-schedule as soon as possible.

## LANGUAGE, LITERACY AND NUMERACY SUPPORT

Students needing language, literacy and numeracy (LLN) support are identified on application. In most cases, LLN support can be provided. Where only a low level of support is needed, the program co-ordinator may arrange for the student to receive extra-curricula assistance from the trainer or other staff member. Where extensive support is needed, the student may be referred to an expert in this field. This may attract a fee, which is the sole responsibility of the student or the appropriate party. Where an **applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support**, enrolment may be declined.

## Student Support Services

If you have issues regarding living and studying in Australia, contact administration to arrange an appointment from Reception at UG level. Student Support Services are provided free of charge.

International Students who require English language support and study assistance can attend afternoon elective classes at Viva College. Please see reception for further details.

If you have academic issues, English language, or visa issues, contact UG administration to arrange an appointment with the relevant course coordinator or email [admin@brishair.com.au](mailto:admin@brishair.com.au). For legal services, students are advised to contact Legal Aid and Fair Trading.

## International work rights

Students are restricted to 40 hours per fortnight once their course has commenced and during any period in which their course is in session. They are able to work unrestricted hours during any scheduled course break. A fortnight means a period of 14 days commencing on any Monday and ending on the second following Sunday.

## ACADEMIC AND VOCATIONAL COUNSELLING

Students may receive academic or vocational counselling from the principal, program coordinator, trainer or other qualified person. The trainer monitors the students's **progress** and intervenes to provide counselling or support as appropriate and where needed refers the student on to the principal, program coordinator or other qualified persons, depending on the nature of the problem.

## WELFARE AND GUIDANCE SERVICES

We will endeavour to provide Welfare and Guidance to all students which may include:

- (i) Workplace Health & Safety
- (ii) Review of payments/schedules when requested
- (iii) Provision for special learning needs opportunities
- (iv) RPL and RCC opportunities

## STUDENT WELFARE - EXTERNAL COUNSELLING SUPPORT

**Should the nature of the students' problem be beyond** the professional skills required from the school, referrals to external agencies and community support services can also be arranged. See support list below.

### COUNSELLING AND SUPPORT

<https://www.qld.gov.au/youth/family-social-support>

Lifeline - 24 Hour Crisis 13 11 14

Website: lifeline.org.au – Support Chat line  
Phone: (07) 3250 1900  
Physical Address: 117 Gipps Street, Fortitude Valley QLD 4006

Beyond Blue	1300 22 4636
Head Space support for ages 12 – 25	1800 650 890
Drugarm 24 Hour Counselling	1300 656 800
Pregnancy Help Line - Chatline	1300 882 436
Relaxation Centre	(07) 3856 3733
Massage/Acupuncture/Naturopathy/ Aromatherapy/Reflexology/Kinesiology	
Women's Infolink	1800 017 676
<b>Men's</b> Line Australia	1300 789 978
Mental Health Association	13 HEALTH
Brisbane Domestic Violence Service	3217 2544
Youth Advocacy Centre	3356 1002
LGBTIQ+	3257 7660
DVConnect Womensline 24 hours, 7 days a week	1800 811 811
DVConnect Mensline 9am to midnight, 7 days a week	1800 600 636

In an emergency

If you are, or someone you know is, in immediate danger

Call 000 (Triple Zero)

## FINANCIAL ASSISTANCE AUSTUDY/ABSTUDY/YOUTH ALLOWANCE (Applicable for domestic students only)

Centrelink provide living allowances for full-time students and may be subject to a means test. A full-time student is defined as one who is undertaking at least 75% of the maximum workload allowed in a course. However, there is some variation to study load requirements for specific categories of disadvantaged students.

Students are advised to apply for assistance and test their eligibility. For further information and application forms for both schemes please contact the administration office or your nearest Centrelink Office.

Note: Students receiving financial assistance from Centrelink must enrol and attend classes regularly. Centrelink is very strict with payments. They are constantly checking attendance of those people enrolled in approved courses. Centrelink will stop payments or ask for repayment of your allowance if your attendance falls below the accepted amount. We have been advised that they will not grant extensions at the end of the course to students who have fallen below in attendance. Please be careful when claiming – if you are deferring for a period that will lower your attendance or if you are working part time throughout the course you should notify Centrelink immediately. Students with unacceptable attendance may incur a debt to the Government which may need to be repaid.

Centrelink – Austudy	13 24 90
Abstudy	1800 132 317

## LEARNING SUPPORT

Learning support is available to students experiencing difficulties with their course work and is coordinated through the Principal at each campus. Contact administration on UG level for referral to the appropriate teaching staff.

## POST PROGRAM SUPPORT

Depending on the program, students may have access to various kinds of post program support. This may include assistance with job seeking, resume and interview skills, vocational advice, mentoring, etc. Students are advised of the particular support available with each program.

## Overseas Student Health Insurance (OSHC)

Covers you from the date of arrival

Must be paid for the duration of the course

Covers for Doctors, Hospital, Ambulance and Prescribed Medicines

OSHC membership cards can be collected at administration on UG level.

## Visa Cancellation

The Department of Home Affairs (DHA) has abolished automatic and mandatory student visa cancellations. A discretionary framework instead came into effect, which means that if an international student breaches their visa conditions, DHA will consider the individual circumstances of the breach. The College reporting process remains the same.

## ACCOMMODATION

Available accommodation information is distributed by the Administration Office for the convenience of students. AAHB does not endorse, recommend or investigate accommodation and therefore accepts no responsibility for any accommodation advertised. Students should ask the premise owners/managers for more information if required.

## CHILD CARE

Although no child care facilities or services are available at the school, there are a number of private and council subsidised child care centres near each campus. There is also a Family Day Care Scheme which provides child care in private homes. Students should contact these centres for more information.

## BANKING/POSTAL SERVICES

Banking and postal facilities are not available on campus but the Post Office and major banks are only a short distance from either school.

Brisbane location:                      Mail Centre - Cnr Adelaide/George Streets  
All major banks are in the immediate Central City District

Gold Coast location:                    Southport Postal Centre  
All major banks are in the Southport Central Business District.

## PARKING FACILITIES

Brisbane location:	King George Square Car Park Myer Centre
Gold Coast location:	Council Car Park Kaybank Plaza (Scarborough St.)

## RAIL/BUS CONCESSIONS – STUDENT ID CARDS

Full-time students (both domestic and international), enrolled in a course that is Austudy approved are eligible for the **Tertiary Transport Concession Card** for discounted rail / bus travel. Students will be issued with ID cards at no charge. Should a replacement be required, a fee of \$5.00 will be incurred.

## STUDENT TEA ROOM

Student break out rooms are available at BNE as well as GCSH. These areas are available for the use of all students, and include - tea and coffee making facilities. Students must clean up after themselves and ensure no rubbish is left lying around. Any equipment such as the fridge or microwave must be kept clean.

Refreshments are available for purchase at close locations surrounding both campuses. The Brisbane campus is located close to many food outlets throughout the Queen St Mall including the Myer Centre food court. The Gold Coast campus is located near Australia Fair Shopping Centre, and shops and cafes to provide drinks and refreshments are easily accessible.

## BEAUTY DAYS – HAIRDRESSING STUDENTS

Beauty day vouchers entitle you to hairdressing services at Brisbane School of Hairdressing. These vouchers are only available after 1pm on Monday, Tuesday and Wednesday only. Beauty days are to be booked 2 weeks in advance with the salon manager. Student prices will apply and are subject to change. Advanced creative colour will not be available.

## STUDENT FACILITIES

Brisbane campus has a computer lab with broadband internet access, wireless internet in designated areas, student break area, vending machine, fridge, microwaves, CCTV cameras, hair and beauty salons.

Gold Cost campus has student break area, fridge, microwave, hair salon.

# ACADEMIC PROCESS

## Assignments & Assessments

Assignments must be:

Set out in acceptable format

Your own work (except in group projects)

Copied on completion and copy stored securely

Submitted on time

Plagiarism – copyright laws, references

No cheating in exams or copying assignments

Failure to Attempt an Assessment:

Alternative test or assignment could be arranged for special cases such as illness.

Reassessments:

If you fail an assessment you may be allowed to reassess that assessment for an additional fee of \$75.00.

If you are unhappy with a grade you must lodge your appeal within 2 weeks.

## ASSESSMENT APPEAL

AAHB seek to prevent appeals by ensuring that students are satisfied with their training and outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students. If you have a concern at any time, please make an appointment to see the General Manager or Principal.

Any appeal about any assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the General Manager or Principal. Appeals must be made within 21 days of receipt of assessment.

## ACADEMIC EXEMPTIONS

Prior to being admitted to a course you may find you are eligible to receive credit for previous studies. Applications for exemption are available through the Principal and must be supported by appropriate documentation. This process may reduce the total fees and duration of the course, and must be formalised prior to commencement.

Our college accepts and recognises qualifications and statements of attainment issued to applicants by other registered training organisations (RTO) registered in Qld or in another State/Territory. Direct credits will also be given to certain units already completed within the course package.

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is the formal recognition of skills and knowledge that a person holds, regardless of how, when or where the learning occurred. The attainment of competencies can occur in a number of ways including:

- formal or informal training and education
- work experience
- general life experience



Applications for RPL are accepted during initial interview or prior to commencement and previous skills will be assessed against endorsed industry competency standards or outcomes.

Applicants will be required to supply evidence which may include certification, references from past employers, testimonials from clients, performance, demonstration or skills tests and/or written presentation. Our assessors will ensure that the evidence is authentic, valid, reliable, current and sufficient.

An RPL eligibility form may be requested by contacting administration. Fees are applicable to vocational pathway students, for this process. This fee will be deducted from your course fees if you enrol and study at our college. This process can take up to 6 weeks.

## CREDIT TRANSFERS

The school accepts and recognises qualifications and statements of attainment issued to applicants by other registered training organisations (RTO) registered in Qld or other State/Territory from the current qualification. Direct credits will also be given to applicable units already completed within the course package.

# ATTENDANCE AND ABSENTEEISM

## STUDENT ATTENDANCE

1. Initial theory class start times are at 9.00am and finish at 4.30pm. You will be expected to be ready to start class on time throughout your course.
2. THEORY - Breaks are 3 times per day. Morning tea and afternoon tea breaks are 15 minutes. Lunch is 30 minutes.
3. SKILL CENTRE/CLINIC/SALON FLOOR - If you have clients, these breaks will need to be adjusted where practicable and taken at such times that do not interfere with continuity of work. If you are late back your instructor may reduce your next break.

Hairdressing Salon hours:

Monday - Thursday 9.00am – 5.00pm

Friday 8.30am - 5.00pm

Beauty Clinic hours:

Mon – Wed 9.00am – 4.30pm

Friday 9.00am – 4.30pm

Students must complete a minimum of 90% of total course hours, together with both practical and theoretical content as a minimum, in order to achieve competency and be awarded a certificate. Only those hours recorded on the computer system will be credited to the hours completed by each student. Students will be given the following period within which to complete all the requirements of his/her course.

90% scheduled class time plus  
Approved Leave/Deferred time plus  
20 make up days

After this period an additional fee of \$60.00 per day will apply until the student completes the requirements of the course.

Students whose absences exceed 10% of the course duration are likely to place themselves in a position where the above fees will apply.

## ARRIVING AND DEPARTING

Students will be shown how to log on and off for arrivals and departure for attendance records. Contact the attendance officer if you have forgotten.

Note: Students must only log on or off the computer to record their own attendance. Disciplinary action will be taken if a student is found logging on/off for someone else.

## ABSENCE FROM COLLEGE

If you are absent from college due to illness, inform the school as soon as possible (before 8.45am) by telephoning Brisbane 3229 2999 or Gold Coast 5591 1644.

A medical certificate will be required for absences due to illness lasting more than two (2) days. **Backdated doctor's certificates will not be accepted.**

If you have a medical condition which could affect your attendance or study program, please inform your instructor upon commencement of the course.

## DEFERRING OR SUSPENDING ENROLMENT

The College may allow students to defer (before commencement), or to temporarily suspend their studies (after commencement) including granting leave of absence on grounds of compassionate or compelling circumstances such as serious illness, death in the family, or for other reasons acceptable to the College, or to cancel their course.

If any student should need approved leave (minimum 3 days) due to illness or unforeseen circumstances, the school should first be contacted and an Application for Approved Leave/Letter of Deferral should be completed at least 2 weeks in advance, where possible, and submitted with any supporting documents to administration. Fees must be paid up to date and during the deferral period unless prior arrangement has been approved. If this is not followed up within one week of the deferment time, these hours will be forfeited.

- Maximum number of Leave/Deferral periods – two per year of enrolment.
- No student will be granted approved leave for any period over 4 weeks per year of enrolment

Hairdressing and Barbering courses are continuous and do not have term breaks. The college is closed Public Holidays, and for the period between Xmas/New Year. Students may apply for approved leave during the course of their training. Students will be granted up to 4 weeks leave per year of enrolment. Leave will not be approved during the first 12 weeks of the course or the final 12 weeks of the course.

Beauty courses are run up to 4 terms per year with breaks between each term. Students wishing to take time outside term breaks are required to apply for leave and complete an Application for Approved Leave.

Prior to making any arrangements, such as buying airline tickets, etc, you will need to apply to the Principal to have the time authorised. Leave will not be approved where a **student's attendance or academic progress is below standard.**

To achieve your Certificate:

- Attain competency in all assessments
- Attain productivity target numbers (1/3 of all targets must be performed on live models/clients)
- 90% of nominal hours

Should the above criteria not be met, then a student will be issued with a Statement of Attainment for partial completion of the qualification.

## TERMINATING OR CANCELLING ENROLMENT

The College reserves the right to terminate, suspend or cancel your enrolment for misbehaviour. If your enrolment is terminated, or cancelled by the College, you have 20 working days **to access the 'Appeal' process.**

# COURSE PROGRESS AND EXPECTATIONS

## TRAINING DELIVERY

Students must undertake a full-time study workload of minimum 20 contact hours per week

Students attendance is recorded for each subject

Absences must be supported by proper documentation e.g. Medical Certificate

Students are expected to be punctual for lessons

Submit all assignments on time

## Course Progress

The "Beauty academic year" is divided into four terms which coincide with school holidays. Academic progress is monitored and assessed throughout each subject in every term.

You must access your results by the beginning of the next term.

You must complete all subjects.

"Hairdressing" students have their progress monitored in both theory and practical work over four progression stages. Skills assessments are conducted at the end of each stage and students must show progression.

## UNSATISFACTORY COURSE PROGRESS

The College must report students (international only) who fail to meet the requirements for satisfactory course progress. Warning letters are issued to those who do not successfully show at least 50% completion of study hours in a term or stage and will be asked to make contact with our Course Coordinator /Student Advisor. Failure to establish contact may lead to an Intention to Report notice (international only). You have the right to appeal. **An 'Internal Appeals Form' must be submitted within 20 working days of receiving an 'Intention to Report' notice.**

## ASSESSMENT

Assessments are competency based in that the student will be required to demonstrate competence in performance criteria, required skills and knowledge and critical aspects of evidence. A broad range of appropriate assessment strategies will be adopted to test knowledge, skills and attitudes and will include on-going assessment of practical work and/or assignments. Competency work must be stated industry specifications and to state quality standards.

**If a date is scheduled for a theory exam and a student does not attend, an 'NYC' result will be recorded unless a medical certificate is supplied.**

For successful completion of each Unit of Competency, students will undertake a Written Assessment (Part 1). Some units will require a Practical Assessment (Part 2). Practical Assessments can only be undertaken once you have been marked Satisfactory in your written assessment. Practical assessments will be on separate models under the direction of an instructor. You will be advised at the beginning of each Unit if a practical assessment is required.

At the beginning of each unit, your instructor will give you an overview of the planned assessment. Prior to sitting your assessment it is important that you also read all the information given to you to judge whether you feel ready to sit your assessment.

All assessments will be benchmarked against the relevant Unit of Competency within the current Hairdressing / Barbering / Beauty Services Training Package. These assessments will also be consistent with and in accordance with the VET Quality Framework. They will also be carried out in accordance with Assessment Guidelines. Assessment records will be managed to ensure their accuracy and integrity.

Assessment booklets remain the sole property of AAHB and must not be removed from college premises. No form of copying is permitted. This material is retained by the college for audit and quality assurance purposes.

When completing your assessments you must satisfy the assessor that you are currently competent in the relevant competencies. Evidence must be:

Authentic - it must be your own work

Current - reflects your current capacity to perform work covered by the unit of competency

Reliable - shows that you consistently meet the outcomes

Valid - competencies relate directly to the current version of the unit of competency

Sufficient - covers the full range of elements in the relevant unit of competency

## FLEXIBILITY

Assessment procedures are to be flexible, i.e. they should involve a variety of methods that depend on the circumstances surrounding the assessment.

- Utilise procedures that recognise attainment of competences regardless of how they were acquired;
- Use processes that are clearly understood and readily accessible to students;
- Practical tasks or simulation exercises;
- Specific instructions to be given relating to the production of projects and exercises;
- Sets of written/oral/computer-based questions;
- Performance checklists;
- Assessment guides; or
- Combinations of evidence gathering tools

## INDIVIDUAL NEEDS

Within our assessments we recognise the need to make reasonable adjustments to meet your individual needs. Please speak with your instructor or the Principal, if you wish to speak to someone in confidence about your individual needs.

## STANDARD OF WORK

Students are required to work to a professional standard to work effectively. Good communication skills must be used which include asking questions and using active listening to respond to **clients'** needs and conversing with teachers and peers. Teamwork is also vital by being able to collaborate with other team members and support, respect and understand the views of others. Workplace Health & Safety is vital and you must ensure all regulations are carried out. Students must have a professional approach as they have a duty of care towards clients, peers and teaching staff.

## ASSESSMENT CONDITIONS

All Written Assessments (Part 1) will be in an in-class environment under supervision. You will have access to the relevant resources. You will be allowed three attempts for each assessment if necessary. If your first attempt does not meet the assessment criteria you will be given the opportunity to further training and then the opportunity for reassessment the second time. Second time achievement of Not Yet Competent will require the possibility of re-evaluation of individual student needs and a further reassessment.

Practical Assessment (Part 2) will be supervised and students will have access to the relevant salon equipment/materials. You will be allowed three attempts for this assessment if necessary. If your first and second attempt do not meet the performance criteria you will be given the opportunity to further training and then the opportunity for re-assessment the third time.

## ASSESSMENT FEEDBACK

Assessment feedback will be provided to you by the Assessor on both Written and Practical Assessments.

## RESULT FOR ASSESSMENT

Results for Assessments will be as follows:

When an assessment consists of two parts, Written (Part 1) and Practical (Part 2)

Completion of Written Assessment S = Satisfactory or NS = Not Satisfactory

Completion of Practical Assessment S = Satisfactory or NS = Not Satisfactory

On completion of the full Unit you will be marked Competent or Not Yet Competent

C = Competent

NYC = not yet competent

Skills and knowledge required to reach competency in each unit will be listed prior to you commencing your assessment. You must read through this information to ensure that you are ready to sit your assessment.

Result of Assessments are coded as follows:

C	Competent
NYC	Not Yet Competent
CC	Cross Credit
RPL	Recognition of Prior Learning

If you are not satisfied with your marks, you may request a re-evaluation. Application should be made to the Principal for re-evaluation of assessment no later than twenty one (21) days after results have been notified to students.

## COMPETENCY

The concept of competency focuses on what is expected of an employee in the workplace rather than on the learning process: and embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is a broad concept that includes all aspects of work performance and not only narrow skills.

Competency encompasses:

- \* The requirement to perform individual tasks.
- \* The requirement to manage a number of different tasks within the job (task management skills).
- \* The requirement to respond to irregularities and breakdowns in routine (contingency management skills).
- \* The requirement to deal with the responsibilities and expectations of the work environment (job/role environment skills), including working with others.

## SUCCESSFUL COMPLETION OF COURSE

Successful completion is not reliant on completing a set amount of theory and practical **assessments. For you to be job ready and to "industry standard" you must also** have a set of Employability Skills as outlined in the government training package. The training package also requires you to obtain a sufficient range of workplace experience which is carried out in our school salon or clinic. We are proud of our graduates and their ability to complete tasks to a high standard within set timeframes. This means during the course and until completion you will be required to multi-task, attend to more than one client at a time and provide multiple services to those clients. Our instructors will never sign competent for a service which is has not met the set criteria. You should always receive feedback and use this to improve your next service. All services will include components of consultation, communication, workplace health & safety, time management, finishing off etc. and therefore every client is valuable and should be respected. Refusal to do a client, poor attendance, picking and choosing clients for assessments, pressuring **teachers to sign "competent" for work that** is not to industry standard will not be tolerated at this college.

## EMPLOYABILITY SKILLS

Employability skills support your ability to perform effectively in the workplace. They are also known as transferable skills, as they can be applied and further developed in other workplaces and roles as well. They are non-technical skills and competencies that you may already be familiar with. The following table contains a summary of the employability skills. All assessments are based on current industry standards. Employers in Australia and around the world are placing greater emphasis on these skills. As a learner you must ensure that you are aware of the role Employability Skills play in the Unit you are being assessed for. Please address any concerns you may have with your instructor before you proceed with your assessment.

Employability Skill	Industry requirements for Cert III include:
Communication	Use questioning and active listening to ascertain and respond to client needs to ensure clients enjoy a positive experience that reflects salon values. Negotiate responsively with client to suggest new looks, products and services and to ensure and confirm client satisfaction. Give clear instructions to apprentices and other team members and regularly carry out verbal instructions from other team members and supervisors. Read and interpret product and tool <b>manufacturer's instructions and other work related</b> documents. Complete simple written workplace forms and share work related information with other team members.

Teamwork	Supervise apprentices and work collaboratively with other team members, supporting the team, respecting and understanding others views and giving and receiving feedback in the context of a salon environment where employees are expected to perform their individual tasks but also look for opportunities to assist others at peak client periods and to share technical expertise.
Problem solving	Demonstrate sensitivity to client needs and concerns, anticipating problems and acting to avoid them where possible. Solve technical and service problems in the context of a team structure where, decisions may be made independently or may be referred to another technical team member or a supervisor for support or resolution depending upon salon policy and procedures.
Initiative and enterprise	Act independently within the context of a team structure where some supervision may occur. Regularly suggest new hairdressing design, service and product ideas to clients.
Planning and organising	Plan and carry out complex technical and salon tasks to accommodate salon service timelines and priorities.
Self-management	Understand and follow salon policies regarding work availability, rosters and work duties. Work within the salon culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and the ability to efficiently prioritise and complete delegated tasks under instruction.
Learning	Identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best at work. Seek opportunities to learn new ways of doing things and implement changes within the context of salon procedures and wider industry product and technical.
Technology	Use and maintain a range of salon technology; in the context of available equipment and salon procedures. Recognise and report faulty equipment and follow salon occupational health and safety procedures.

## PROGRESS RECORDS

Your progress throughout your course of study will be monitored and recorded continuously. This will be done by using a computerised database.

These records provide:

- \* A complete and continuous record of your practical ability, knowledge and experience.
- \* A vital link between you, and your instructor.
- \* A list of all the competencies you will achieve to qualify for your Certificate.
- \* Your training progress records are essential for planning and recording your training.



## RECORDING YOUR TRAINING

It is your responsibility as you complete each section of work to see that the relevant unit is signed by your instructor. This will provide you with a continuous record. Full time students must record all their work in the Skills Book and Practical Assessment to maintain a current account of their work and training.

REMEMBER - **You can also learn by observing other peoples' successes and mistakes.** Think about this broadly - the way you treat clients, answer the telephone, interact with your work colleagues, handle client complaints, as well as your practical skills.

## GOAL SETTING

To progress through your course of work efficiently, you will need to:

- \* set your goals
- \* manage your time
- \* maintain your progress records

### Goals

Goals are something to aim for. In other words, they are the things you set out to achieve.

To be successful, you will need to:

- \* set achievable goals
- \* place each goal within a time frame
- \* review your progress along the way

To help set your goals:

- \* think carefully about your professional goals
- \* plan the steps you will take towards achieving your goals

Goals are easier to achieve if you approach them one step at a time. To give you focus, we have given you an example of time frames and broad goals. The steps are for you to complete. Only you can determine what you personally will need to concentrate on to reach these goals. **Remember, your steps will not be exactly the same as anyone else's.**

## PERSONAL RECORDS

If requested, students may access their personal records by arrangement with the Principal instructor. Students must provide proof – being photo identity with name, address and date of birth. Personal information will not be given to any other persons unless a student gives written authorisation to the school stating otherwise. If a student is a minor (under 18 years of age) a parent/guardian may be involved in any necessary decisions or action which may affect the successful outcome of training.

## MODELS

There may be some theory assessments where you will be advised at the appropriate time to bring in certain models eg – Long Hair and Colour Correction units, so you can be assessed on your practical skills in a salon environment.

## UNSATISFACTORY PROGRESS

Students will be provided with every opportunity to succeed in their studies through learning support and student service arrangements. However, all students are expected to achieve satisfactory progress with their studies through participation and attendance as required. If they fail to do so they may be asked to show cause why they should not be penalised according to the provisions of the school rules.

# GRIEVANCES AND APPEALS

## GRIEVANCES

In the event of a grievance concerning any matter in relation to training, a student can:

- Talk directly with the person concerned to resolve the problem
- Seek the assistance of his/her form teacher
- Consult the Principal
- Complete and lodge a Grievance Form for submission to the General Manager
- Seek arbitration by a third party acceptable to all parties to the grievance
- If the grievance is still unresolved, the student will be advised of external organisations, e.g. Consumer Affairs or the relevant Government Department.

All records of any grievance will be kept on file. The school abides by Freedom of Information and privacy principles.

Clients will be given a written statement of outcomes of the grievance including reasons for the decision. Written outcomes will be given within 21 days.

### Definitions

*A complaint* is when you are dissatisfied with a service offered or treatment received at AAHB.

*An Appeal* is when you believe a decision made by AAHB is unfair or incorrect and you want to have the decision reviewed.

### Policy Principles

The principles which underpin this policy are as follows:

- Students have the right to be represented by a third person (such as family member, friend, counsellor other professional support person other than a qualified legal practitioner) if they so desire;**
- A student's right to pursue other legal remedies is not restricted at any stage of the complaint procedure;**
- Staff will make all attempts to respond to complaints within the time limits set out in this policy;**
- The consideration of complaints and appeals will be dealt with according to principles of procedural fairness which respect the right of a student to be heard by an impartial party;**
- Students and staff will not be subject to discrimination or harassment resulting from their participation in the complaints process;**
- All communications arising from the complaints process, together with the proceedings will remain confidential, except to the extent necessary to give effect to this Complaint and Appeals Policy.**
- Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal.**

## COMPLAINT PROCESS

### Step 1 - Informal

In the first instance, where a student feels that they are dissatisfied with any aspect of the service provided by AAHB staff or contractors, the student should speak directly with the person concerned to resolve the problem. Students can also seek assistance from their educator or consult the Principal. If a student wishes to appeal the results of an assessment the student can speak to the educator directly. If the matter is not resolved within 10 working days, the student can follow the formal complaints and appeal procedures.

### Step 2 - Formal Complaint and Appeals Process (internal)

If the situation cannot be resolved in step 1, the student is advised to make a formal complaint by filling out a Grievance Form. This form is available at reception. A meeting can be arranged with the parties involved. Students have the right to appoint an independent nominee or bring a support person to attend all discussions.

If a meeting is arranged, the minutes of the meeting will be taken and recorded in the **student's file**.

The length of time to resolve the complaint or appeal may vary in accordance with the complexities of the case. Under normal circumstances the student can expect at least a provisional response within 10 working days of presenting their complaint. If the process takes longer, the student will be kept informed on the progress of the case.

The student will be informed in writing of the outcome of their complaint or appeal including the reasons for the outcome. The details of internal complaint process and **outcomes will be documented in the students' file**.

A student will not be charged any fees for making an internal complaint or having that complaint investigated by AAHB. AAHB **will maintain the student's enrolment while the complaints and appeals process is ongoing**.

### Step 3 – External Appeals

There are several options for students should they choose to take their complaint to an independent body if they are dissatisfied with the outcome of the internal appeal.

This means that an external and independent mediator will **investigate a student's** complaint.

The student will be notified of the decision within one month of application. Students must lodge their appeal via email and attach the appeal form. The ACPET website provides students with a contact email for lodging the appeal and an Application Form for External Review: [student.appeals@acpet.edu.au](mailto:student.appeals@acpet.edu.au). There is a fee payable to ACPET to lodge an External Appeal.

## International Students:

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.ombudsman.gov.au](http://www.ombudsman.gov.au) or phone 1300 362 072 for more information.

## Other Options

**Dispute Resolution Centres:** The Department of Justice and Attorney-General runs a number of Dispute Resolution Centres throughout Queensland. A student can request mediation at one of these Centres in an effort to resolve a problem, however the college or institute will need to consent to being involved, and any outcomes of mediation will not be legally binding. You can find out more about mediation through the Department of Justice and Attorney-General by telephoning: 13 74 68

Enrolment during complaint or appeal process

**AAHB will maintain the student's enrolment while the complaints and appeals process is ongoing.**

## Outcome of External Appeal

If either the internal or any external complaint handling or appeal process results in a decision that supports the student, AAHB shall immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

**This Complaints and Appeals Policy does not remove the student's right to pursue other legal remedies.**

# STUDENT CODE OF CONDUCT

## 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 awareness. They take the time to follow the rules of good grooming and proper hygiene. 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.

- 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 each day to be able to begin tuition at 9.00am and 8.20am for 8.30am on Fridays.
- Lunch break is 30 minutes in duration and is to be taken at a time designated by the instructor on the floor or the Salon Receptionist/Floor Manager.
- Students should not leave the school during school hours without the permission of Salon Receptionist/Floor Manager, teacher or Principal.
- **Students must record only their own attendance records on the school's computer.** Logging on or off for someone else is unacceptable.
- Students must telephone school reception between 8.00am and 9.00am if they are unable to attend classes or will be late, or use the Absentee Line facility.
- All programs are continuous and no allowance can be made for absenteeism or lateness.
- Applications for holidays must be approved by the Principal before you purchase tickets or take leave.
- Students should be well groomed and neatly attired at all times. Clean black and/or white clothing and comfortable closed-in shoes should be worn. Soiled and stained clothing is not acceptable. No inappropriate attire will be accepted such as singlets, short skirts or shorts, ripped clothing, low cut tops or midriffs, offensive wording etc. (A college T-shirt can be purchased at a reasonable price from admin).
- Students must wear their name badge during school hours.
- Students are responsible for their own tool kit. Students must not borrow equipment, texts or goods from others.
- 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.
- We expect everyone to be courteous and happy in the salon. Under no circumstances will bad manners, bad temper or criticism be tolerated.
- English must be used at all times when with clients unless an instructor or the Salon Receptionist/Floor Manager has granted special permission.
- Students must follow all work instructions given by the Floor Manager, instructors or school management.
- Students must not refuse clients assigned to them by the Salon Receptionist/Floor Manager.
- 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.
- An instructor must check all work done by students and are happy to help you with consultation, guidance, sales and advice.
- Students must pay in advance for any school supplies for personal use such as tints, bleaches, retail products, etc.
- Students on dispensary duty are responsible for checking out and documenting receipt of all supplies and equipment.
- Students on the duty list will perform the duties listed at the prescribed times.
- Students under 18 must provide a consent form signed by their parent or guardian for all off campus activities, holidays and absenteeism.
- The lunchroom must be kept clean and tidy at all times.
- Mobile phones and music players must be turned off during school hours.
- No personal calls are to be made on the business telephone except in an emergency.

- Eating, drinking, smoking, using illicit drugs, consuming alcohol and chewing gum are not permitted in the school.
- 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.
- Sexual harassment violence and discrimination on the basis of age, race, gender or sexual preference are unacceptable.
- Visitors are permitted only in the reception area.
- 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.
- Workplace Health & Safety rules apply throughout all areas of the school.

If you feel that you are unable to comply with any of these school rules please make an appointment to discuss your concerns with our General Manager.

## DISCIPLINARY PROCEDURE

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Dysfunctional behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves and others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Logging on or off attendance, on the computer for other students

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

## DRUGS, ALCOHOL AND ARTICLES CONSIDERED DANGEROUS

Student rules prohibit the use of illegal drugs, the consumption of alcohol and the possession of prohibited or dangerous articles on campus grounds.

The student rules also make provision for all students to have equal access to learning opportunities and prohibit behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of the classroom operations.

For these reasons the use of mobile phones is not permitted at all in the classroom or on the skill centre/salon or clinic floor.

## STUDENTS PERSONAL RESPONSIBILITIES

As a student in training, you will have particular responsibilities which will ensure smooth running of your day-to-day training.

### MOBILE PHONES

Unless permission has been granted, mobile phones are to be turned off for the duration of the day. Phones are not permitted on the salon/clinic floor or theory rooms. Brisbane School of Hairdressing and Brisbane School of Beauty policies also prohibit students from sending, or displaying messages or images (email, text, or otherwise) on personal mobile devices if those messages or images could be considered harassing, offensive, pornographic, or disruptive to other students or staff. Offensive content may include anything sexual in nature, as well as anything that might offend someone on the basis of his/her race, gender, age, sexual orientation, religious or political beliefs or disability.

### SOCIAL MEDIA

Students are reminded that only positive notes about the college and fellow students are displayed on social media sites when making reference to BSH and BSB. Under no circumstances should offensive or derogatory comments be made about BSH and BSB 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 publicize 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 breaches of this policy, even outside college, can face disciplinary action which may include suspension.

### WORKING ENVIRONMENT

Please ensure that you leave all areas clean and tidy when you complete your work. Look after all the equipment by treating it with respect, cleaning it after use and reporting any maintenance problems to a member of staff.

### STUDENT MISCONDUCT

AAHB reserves the right to suspend or expel a student for serious misconduct.

In an instance of misconduct AAHB will refer to either the academic or non-academic misconduct policy.

This policy applies to all students of AAHB and includes conduct occurring whilst representing the college at any events or activities conducted under the name of the college such as vocational placement, hair shows, charity functions etc.

When students allegedly behave in a manner regarded as being contrary to the principles and ethos of the college, the matter will be dealt with as either Academic Misconduct, or Non-Academic Misconduct.



An allegation of non-academic misconduct may be brought against any student of the college. An allegation may be made by staff, students or an external person with an association to the college. An allegation of non-academic misconduct may be dealt with as follows:

1. Temporary removal situations; or
2. Suspension; or
3. Instant Dismissal

A full copy of this policy is available on request.

## STUDENT RIGHTS

Courteous, fair and respectful personal treatment  
Confidential treatment of private information  
Advice about complaints and appeals procedures  
Counselling on academic matters by teachers and course coordinators  
Opportunity to access welfare related support services to assist with issues that may arise during your studies

## GROOMING AND APPEARANCE STANDARDS

The following regulations are to maintain the professional hygiene and safety standards within the College campuses. These salon standards are in place to ensure consistency in the image of the College. We are in the industry where appearance is directly related to our success. You represent AAHB not only in your physical appearance but also in your attitude and manner. The public will respond to the image you reflect. A good look and positive attitude will result in strong results. Grooming standards will be advised, and assessed by the teacher.

## PRESENTATION AND PROFESSIONAL IMAGE

Most businesses have a dress code and generally salons will project their image whilst taking work place health and safety into consideration. A dress code can radiate professionalism. An immaculate appearance leaves a good first impression, and it promotes confidence in both the client and the stylist. Work place health and safety is also important. Setting the highest standards of professionalism starts with the way we feel about ourselves. This reflects through the image we present. The following rules apply to both male and female students as they are equally required to be neat and tidy and present images of acceptable grooming.

### HAI R

- Hair should be maintained and styled for the fashion industry
- Attention to style cut and colour with no obvious regrowth
- Hair and Facial hair must be groomed at all-**times for today's industry standards.**

### MAKE-UP

- Make-up should enhance your professional and natural look.

### NAI LS

- Nails should be neat and a practical length
- Nails should be manicured and clean, with no chips.

### SHI RTS

Colour: Black or White, Style: Traditional

- Shirt should be laundered after each session. If the shirt becomes too dirty in one session it must be changed.
- The shirt should be in good repair, no holes or rips or offensive slogans and no mid rifts.
- No singlets including gym wear.

## TROUSERS

Colour: Black

- Black denim may be worn if they comply with other requirements
- Laundered regularly
- Good fitting, the correct length with no turn-ups
- In good repair, no holes or rips.
- No gym wear including shorts, tights, track suits, and leggings.

## DRESS SHORTS and SKIRTS

- Must be minimum knee length and tailored
- In good repair, no holes, rips or tears.
- No gym wear including shorts, tights, track suits, and leggings.
- Black denim may be worn if they comply with other requirements

## SHOES

- Clean vinyl/ leather upper with strong non-slip soles
- Shoes to be in good repair, no holes
- Heels and soles to be in good state of repair at all times
- Shoes to be kept polished at all times
- No open toes, no sling backs, no strappy sandals and no gym shoes
- Enclosed shoes at all times.
- Black lifestyle shoes are acceptable.

## UNDERGARMENTS

- Must not be seen under uniform attire.

## SMOKING & ALCOHOL

- Smoke in outdoor areas
- The time to do this MUST NOT exceed the break time allocated
- Smoking MUST NOT be detected on any students at any time and suitable precautions must be taken (e.g. breath freshener)
- Zero tolerance for alcohol and drug use.

## GENERAL

- No mobile phones in classroom- no calls/text messages in classroom
- Use breath fresheners and clean teeth regularly- always after eating and/or smoking
- Chewing gum is prohibited
- Please ensure you have deodorant/ body spray/ perfume while working over clients.
- Identification badges to be worn at all times
- Minimal jewellery can be worn, should be small enough not to interfere with the equipment or duties.

## STUDENT UNIFORMS – HAIR & BARBER

For female students a uniform represents:

- 1 X Black Trousers or Skirt
- 1 X Brisbane School of Hair or Barber T-shirt

For male students a uniform represents:

- 1 X Black Trousers
- 1 X Brisbane School of Hair or Barber T-shirt

## STUDENT UNIFORMS - BEAUTY

For Diploma and Certificate IV Beauty Therapy Students:

- BSB tunic to be worn at all times
- Black trousers or a knee length skirt.
- No gym wear including shorts, tights, track suits, and leggings.
- Black closed in shoes

For Certificate III in Beauty Services, Nail Technology and Make-up:

- BSB T-Shirt to be worn at all times
- Black trousers or a knee length skirt
- No gym wear including shorts, tights, track suits, and leggings.
- Black closed in shoes

All student uniforms should be freshly laundered at all times.

## PROCEDURE FOR INAPPROPRIATE UNIFORM

First instance: appropriate action will be taken, student will be advised of inappropriate clothing and referred to the student handbook for acceptable wear. In instances where clothing may be offensive to clients or employers the college may proceed straight to the second instance. Students with open shoes are not allowed in salon or clinic areas.

Second instance: Students will be advised of inappropriate clothing and will be given the option to go home and change, purchase appropriate clothing or lent a BSH/BSB t-shirt or long pants. Students with open shoes are not allowed in salon or clinic areas.

Please keep in mind salon clients and possible future employers frequent the college.

All warnings will be kept on file.

Please see below for examples of inappropriate uniform.

## DRESS CODE: PROHIBITED ATTIRES

### Backless Shirts



**NOT ALLOWED!**

Not below bra line/Bra not showing

### Blouses/Shirts with Spaghetti Straps



**NOT ALLOWED!**

Straps should not be too thin; shirt and straps not too loose

### See-through Blouses



**NOT ALLOWED!**

SPOT LIGHT SPLASH!  
2011 SS

Undershirt should not be too small

### Shirts without Undershirt



**NOT ALLOWED!**

### MINI-SKIRTS: LENGTH GUIDE



**NOT ALLOWED!**

**NOT ALLOWED!**

mid-thigh  
danger zone  
**NOT ALLOWED!**  
mini

### Dirty Pants or with holes



**NOT ALLOWED!**

Skin should not peek through and should still be decent looking

### Shirts with plunging necklines



**NOT ALLOWED!**

# GENERAL COURSE INFORMATION

## INDEMNITY FORMS

All students and clients are required to complete an indemnity form before a service begins. Make sure you ask your instructor to fully inform you on this important procedure.

We rely on a good bank of models for practicing all the skills. You can help to maintain the supply of models for continuous use by always approaching the clients in a warm and friendly manner. Throughout the service, use polite and courteous behaviour and try to **make the client's visit a pleasant and relaxing experience, so that they will want to return** to our salon again. If you have a difficult client, advise your instructor of the situation immediately.

## WORK PLACE HEALTH & SAFETY/SECURITY

### WPHS

The safety of staff, students and clients is of primary importance in all activities carried out by our organisation. AAHB observes all workplace health and safety legislation and copies of the relevant Act are available to staff and students. Trainers must incorporate WPH&S considerations when planning and delivering training, and students will be advised of the WPH&S requirements of their programs. Safe Work Instructions are placed throughout the premises and are taught throughout lessons.

*Employees and students must always work to comply with Work Place Health and Safety Guidelines and report all hazards and incidents.*

### FIRST AID

There are trained First Aid Officers and a First Aid Kit on each campus. Students requiring first aid should advise their instructor so that they can be directed to the most appropriate First Aid Officer. Transport to the nearest medical facility will be arranged, if necessary.

### DISPENSARY

Only allocated students are allowed in Dispensary. It is that **student's** responsibility to check out and document receipt of all supplies and equipment. No bags are allowed in Dispensary.

### TROLLEYS / LOCKERS

On day of orientation you will be allocated a Trolley or Locker with one (1) key that you will sign a register for. Should you forget your key reception will have a spare key available and you will be required to sign a key register to obtain it for the day. The borrowed key must be returned by 5:00pm on the same day. You will be responsible for any keys allocated to you. Should you lose any key you will be charged \$10.00 for each replacement. On completion of course, your locker or trolley will need to be emptied, cleaned, administration notified and your key handed back to reception.

## LOST PROPERTY

The school does not take responsibility for personal property. Students are advised to keep personal belongings with them at all times or use the trolleys/lockers that are made available at each campus. Check with Administration.

If you lose property or find an item, contact the relevant campus Administration as it will hold any unclaimed property. If a personal item or school property is lost, stolen or damaged, report this to your teacher or campus Administration.

## CAMPUS SECURITY

Teaching staff at both campuses will conduct periodic random bag checks to maintain a level of security for students.

**The schools' telephone system is for official business only. Should a very urgent situation** require an immediate response, administration staff will make every effort to contact you but the school can accept no responsibility if contact is not established. At no time will a **student's address and telephone details be released to another student** without prior written permission.

## ACCESS TO THE PRODUCTS YOU REQUIRE

Sufficient stock for practical salon sessions will be provided for use from the store room. Only your instructor will have access to the store room. Therefore, if you need an item that is not available, an instructor will collect it for you when needed.

## SCISSOR CARE AND MAINTENANCE

Ensure that scissors are the correct weight and balance and that they are comfortable to hold. Have them sharpened professionally by a grinder to prevent them being ruined. Resharpener edges frequently before they need sharpening. Keep the scissors lubricated for easy movement.

To achieve long and satisfactory service, here are a few simple instructions for scissor care:

1. Clean the hair particles from the pivot area *every day*.
2. Once a week, or whenever necessary, place a drop of light machine oil on the pivot area to lubricate the hinge.
3. Place a drop of oil on a soft cloth and run it down the inside of each blade to give the blades slip, thereby minimising friction and giving longer wear.
4. Keep the scissors dry in storage and place them in the wallet provided at the end of each day; it is designed to protect your scissors.
5. Beware of using scissors with plastic finger rings when you have a perm solution on your hands. Clean these rings regularly.

## HEAD BLOCK CARE AND MAINTENANCE

1. Place head block on clamp and brush to detangle. Start at the nape area, using a Denman or vent brush. An instant conditioner will ease detangling.
2. Prepare shampoo, conditioner, towels and large basin comb.
3. Take head block to basin. Head block must be upright at all times.  
NEVER TURN HEADBLOCK UPSIDE DOWN!
4. Apply shampoo once. No rubbing action. Rinse in a direction away from the face. Apply conditioner, no rubbing action. Comb conditioner through. Rinse in a direction away from the face.
5. Towel dry. Blotting only. No rubbing.
6. Comb hair, wrap head block in towel. Return to clamp
7. Products are not required for use on mannequins, e.g. mousse, hairspray etc. are used on clients.

NOTE: Choose appropriate length for the task.

## BEAUTY EQUIPMENT CARE AND MAINTENANCE

In order to minimise the risk of injury and infection being spread to you, other students and your clients, our Beauty department has strict procedures to ensure all tools and equipment are used safely.

Tweezers, scissors, nail drills, microdermabrasion heads, etc. are to be cleaned and sterilised after every use.

Beds, benchtops and tables need to be disinfected after every use.

Wax pots need to be cleaned after every use and any wax spilled on the floor needs to be cleaned after each client.

## SAFETY AND EVACUATION PROCEDURES

Fire or other emergencies happen without warning. Evacuation procedures are essential in any public building or workplace.

The Workplace Health and Safety Committee will arrange mock alarms from time to time so that we all become familiar with:

- \* Sound of the alarms
- \* The exits
- \* All possible reactions to situations which could arise.

### Activity 1.

- Using your floor plan, walk around the area and locate the fire exits in your salon area.
- Mark them on the floor plan.
- Locate the fire extinguishers and clearly mark them on the floor plan.
- Read the instructions and explain the procedure clearly to another person (to check your own understanding).
- With a partner, locate the fire exits.

### Activity 2.

You may be working on a client when an alarm sounds. Remember, you could be in the middle of a shampoo, colour or perm. This will place added responsibility on you. Think about how you would help your client to remain calm and to move as quickly as possible to the exit. Discuss this with another student.

## EMERGENCY EVACUATION PROCEDURES

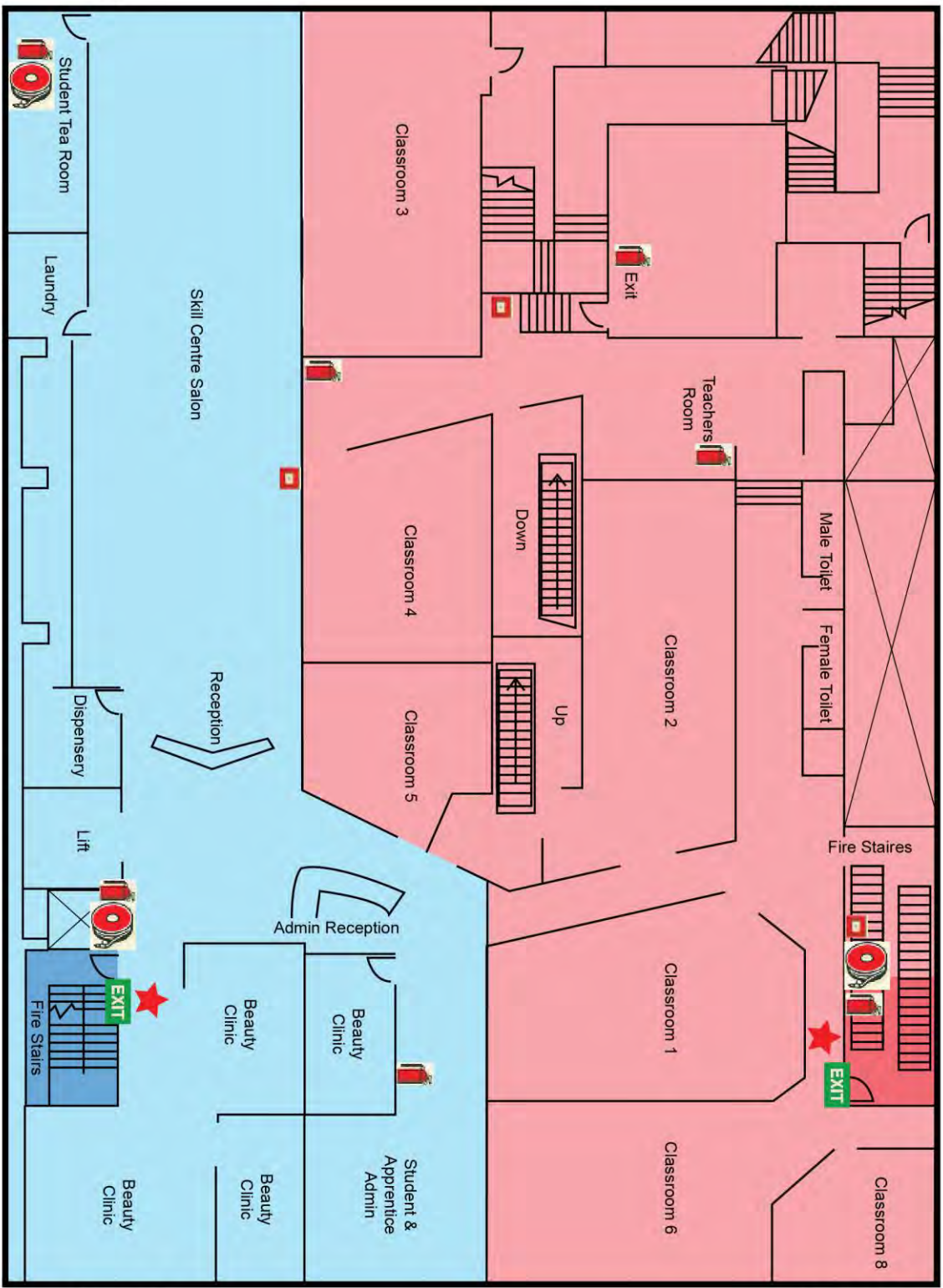
Make yourself familiar with evacuation plans for the college. Follow the instructions of the Yellow Hat Floor Warden.



**Fire & Evacuation Procedures**  
**UGL Level, Queen Adelaide Building**  
**90 - 112 Queen Street, Brisbane QLD 4000**

All people in the light blue zone must exit via the DARK BLUE exit.

All people in the pink zone must exit via the DARK PINK exit.



All people in the pink zone must exit via the DARK PINK exit.

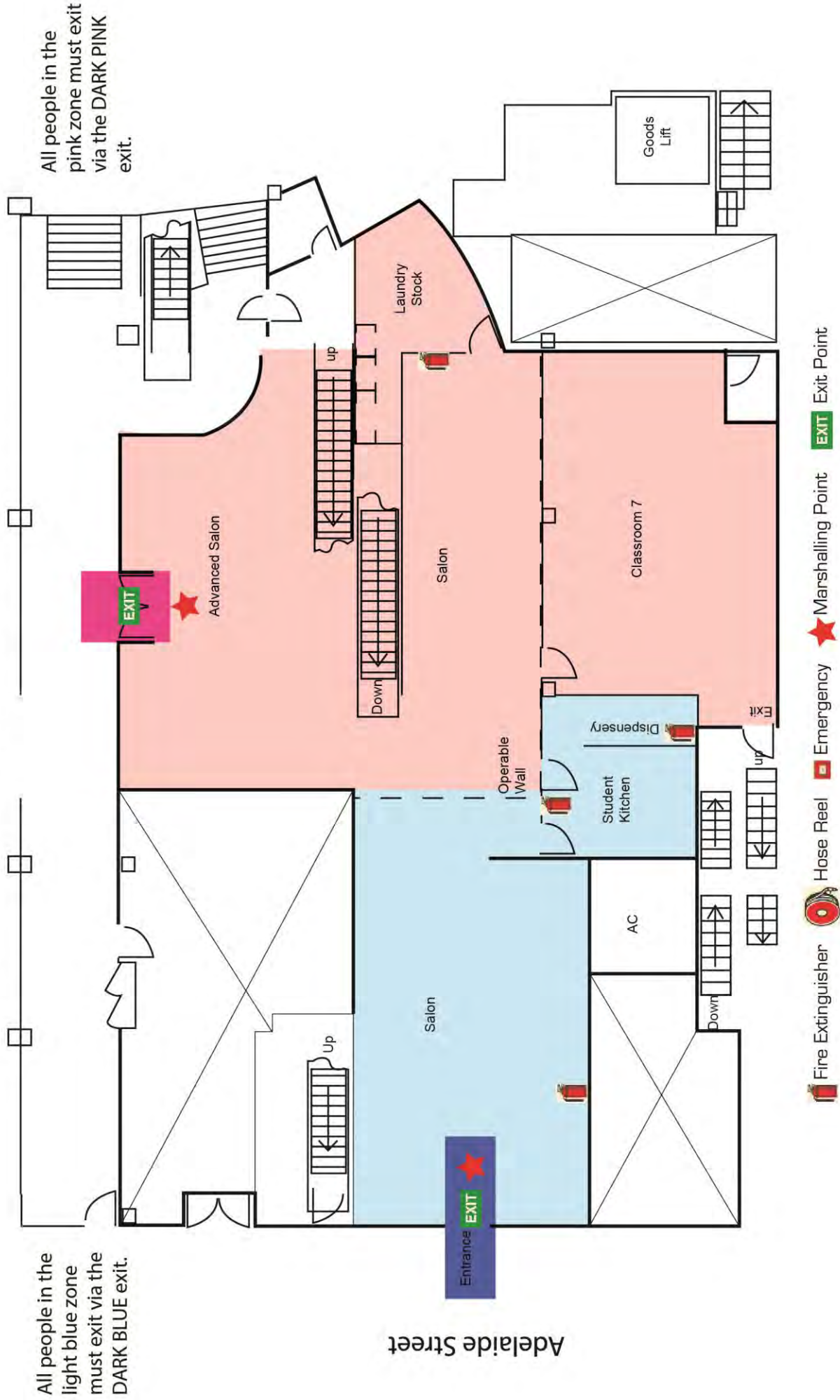
All people in the pink zone must exit via the DARK PINK exit.

Burnett Lane

Adelaide Street

-  Fire Extinguisher
-  Hose Reel
-  Emergency
-  Marshalling Point
-  EXIT Exit Point

Brisbane School of Hairdressing  
 Ground Level, Queen Adelaide Building  
 90-112 Queen Street, Brisbane QLD 4000



All people in the light blue zone must exit via the DARK BLUE exit.

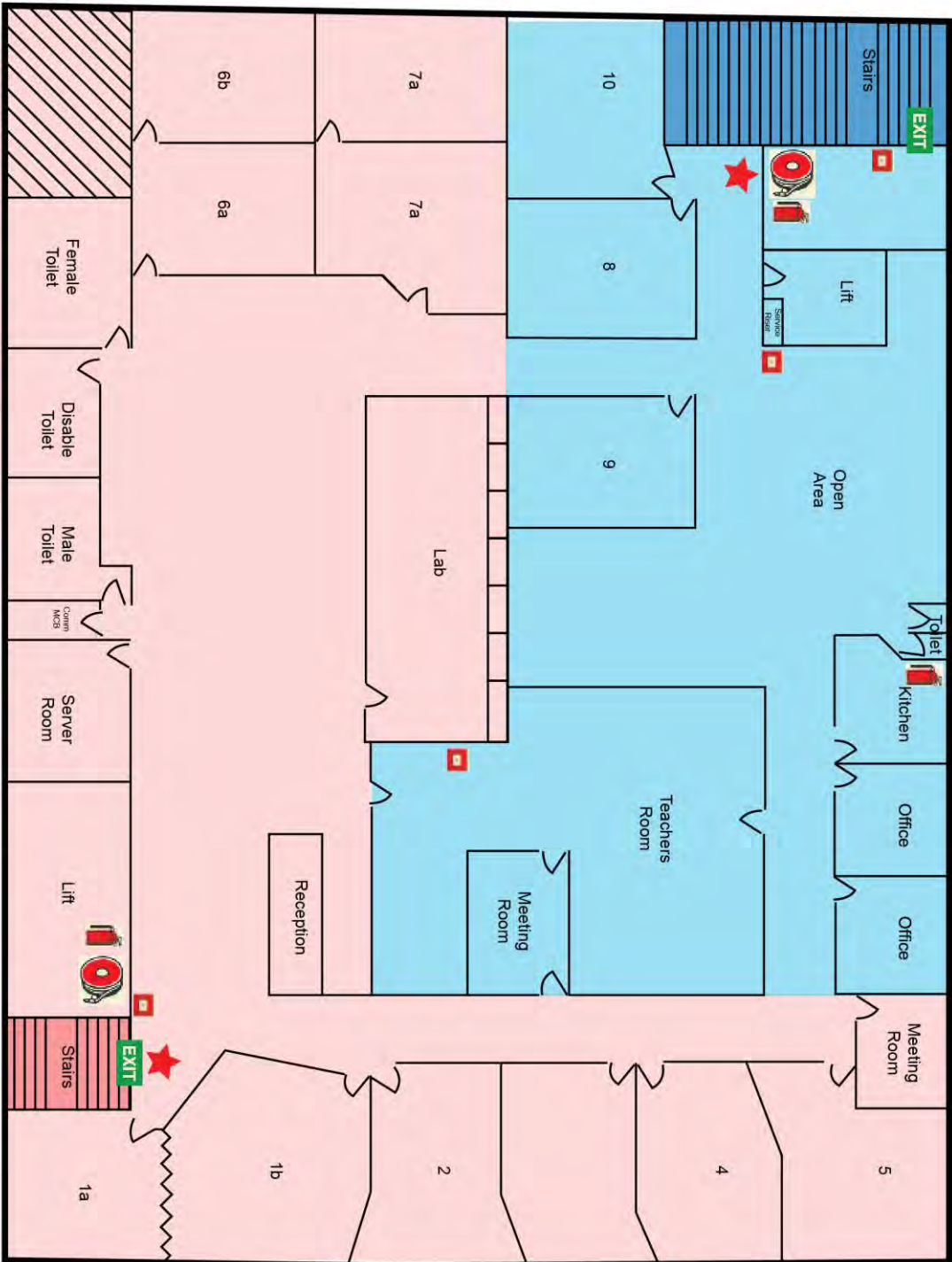
All people in the pink zone must exit via the DARK PINK exit.

Adelaide Street

**Fire & Evacuation Procedures**  
**Level 3, Queen Adelaide Building**  
**90 - 112 Queen Street, Brisbane QLD 4000**

All people in the light blue zone must exit via the DARK BLUE exit.

All people in the pink zone must exit via the DARK PINK exit.



All people in the pink zone must exit via the DARK PINK exit.

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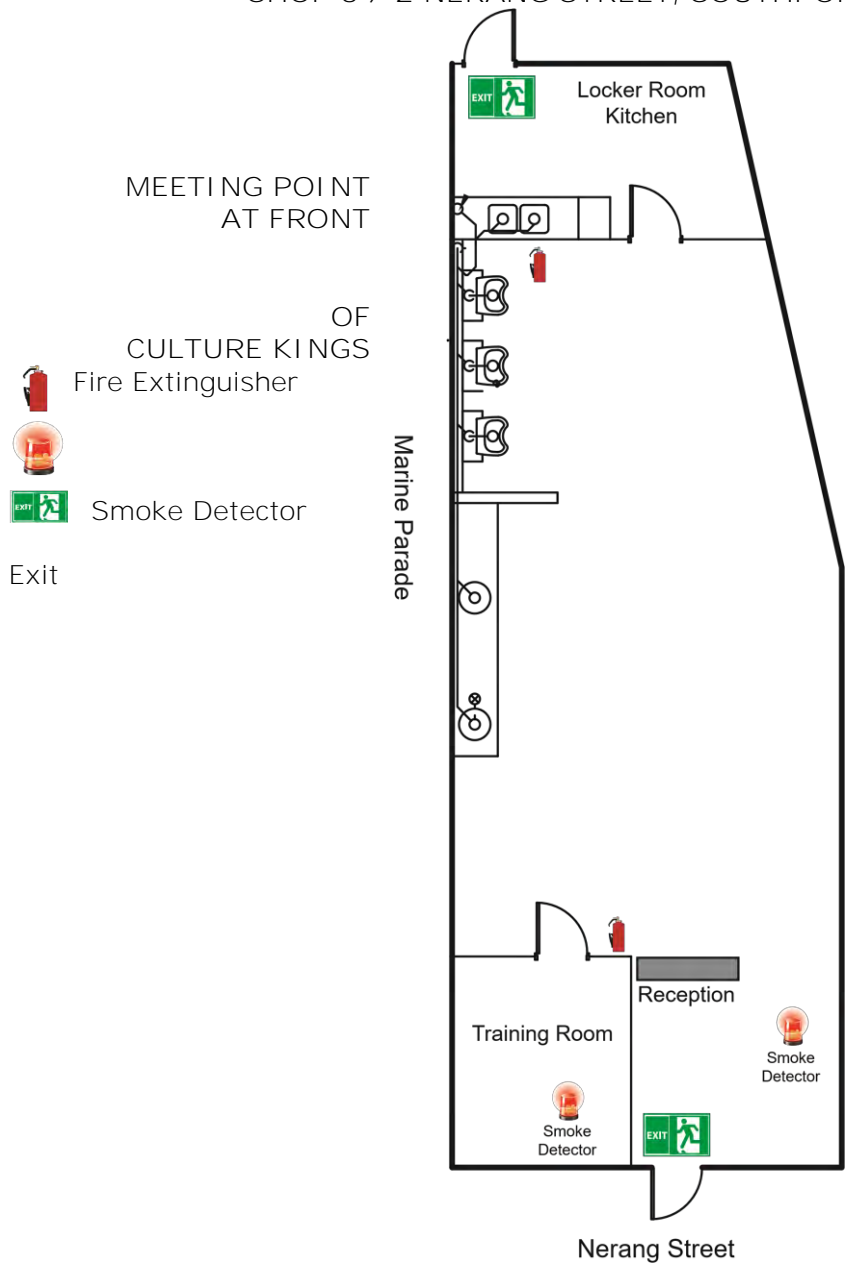
Burnett Lane

Adelaide Street



FIRE & EVACUATION PROCEDURE -

SHOP 3 / 2 NERANG STREET, SOUTHPORT Q 4215



## Safety measures to be put into effect prior to Evacuation

Close all windows and doors. Close down all machinery. Turn off power, gas, water, etc. (In real emergency, it may not be possible to perform all or some of these functions).

## Safety measures to be followed during evacuations

1. Under no circumstances should you try to retrieve personal belongings except your money wallet (only in practice drills).
2. Move through emergency exits no more than TWO ABREAST. Do NOT use elevators or escalators.
3. Keep to the wall in exits to facilitate access by Emergency Personnel.
4. If in a lift at the time of the alarm, leave it at the next floor and join the evacuation. A power or mechanical failure could jam the lift.
5. Coats should be worn and not carried. This will prevent a further hazard by articles being dropped on the stairs.
6. If an accident occurs and someone is attending to the situation, do NOT stop - keep moving.
7. Assistance should be given to elderly and/or handicapped during evacuation.
8. Any attempt by a person to re-enter a building shall be prohibited.
9. Personnel must go to their allocation assembly areas so that a roll call by the instructor or senior officer can be made.

Gold Coast assembly area –At front of Culture Kings

Brisbane assembly area – Queen Street Mall – Ground & Upper Ground, exit via stairwells to Adelaide Street and turn left into George Street. Level 3, exit via stairwells either Adelaide Street or Burnett Lane (whichever is clear).

All Instructions Issued By Safety Officers Must Be Adhered To At All Times.

## Survival Tips:

1. Move smartly - **DON'T RUN**
2. **DON'T take refuge in toilets, store rooms or rest rooms.**
3. If your clothes catch fire, DO NOT RUN - ROLL YOURSELF IN A RUG OR BAG OR SIMILAR ARTICLE TO SMOTHER FLAMES.
4. Feel a closed door to see if it is hot before opening. **If it is hot, DON'T OPEN.**
5. If COOL, shield yourself before slightly opening it in case of fire on the other side. Test by bracing yourself with your feet against the door, open it slightly with one hand while with the other held higher than your head, test for heat in the break between the door. If there is any heat, close the door and seek other means of escape.
6. If you have to escape through a smoke-filled area, simply go down on your hands and knees and crawl.

## COURSE RESOURCES

### HAIRDRESSING / BARBERING KITS

You are required to bring your kit to class with you every day or each week, as the school does not supply them and are unavailable for loan.

### BEAUTY KITS

**In order to obtain greater efficiency in your practical development you will be supplied with various kits throughout your studies. These include the following:**

- **Make-up Brush Kit**
- **Nail Kit**

#### You must supply the following

Stationery	Coloured pencils
	Lead pencils
	Red, blue, black pens
	Eraser
	Ruler
	Sharpener
	Liquid paper
	Paper scissors
	Note book
	Folder to hold handouts

You will be provided with certain goods for the some Hairdressing and Beauty units. It is your responsibility to replace them if lost or damaged to properly complete the required activities

The care of your personal belongings and professional equipment will be your responsibility. We suggest you cover all books and clearly label them with your name. All equipment will need to be marked for clear identification.

## FEES CHARGES, REFUNDS AND RE-ASSESSMENTS

- Students are required to contribute to the cost of course delivery through the payment of Tuition Fees.
- A breakdown of these fees can be referred to in the confirmation of enrolment.
- The Refund Policy is also outlined in the application forms and contracts for new students.
- To be eligible to receive Certificates, all fees are to be paid in full, practical and theory components must be completed and 90% of total course hours must also have been completed.

### Time to Pay Fees (instalment plans)

Students may select payment options which allow them to pay fees by instalments at an agreed rate. It should be noted that students taking up payment by instalments over an agreed period of time and who default in their payments will

- have their results withheld
- be refused further enrolment
- be suspended till payments are up to date
- and may be subject to legal action to recover the fees owing.
- A 5% administration fee applied to any instalment paid more than 7 days after the due date.

### GENERAL FEES –

Other fees are charged for items outside your Course Tuition fees.

Please refer to the table below:

Administration Fee (Intl students only)	\$300.00
Re-issue of Certificate / Statement of Attainment	\$50.00
Replacement of student ID Card	\$5.00
Recognition of Prior Learning (RPL) Eligibility Assessment Only	\$200.00 per qualification
Re-assessment (Assignment/Exam/Test)	\$75.00
Change of Course (Initiated by student)	\$150.00 per change
Late Payment Fee	5% of late fees
Re-enrolment Fee	\$150.00
LLN Support and Tutoring	\$50.00 per hour

## HOW COURSE FEES ARE VALUED (AS PER THE FEE SCHEDULE)

**HAIRDRESSING/BARBERING** - Course fees are valued at a different rate to that of your payment plan. Due to course delivery, fees are weighted at a higher rate during the first 3 months of training and or various time throughout your course. The value rate is measured on a continuous monthly sliding scale as outlined in the Fee Schedule. Once you commence a month of study you are obligated to pay the full % of fees applicable for that month.

**BEAUTY** – Course fees are valued at a different rate to that of your payment plan. The value rate is measured on a term by term basis due to different units of competency being delivered each term e.g. makeup, waxing, nails, massage. Once you begin a term you are obliged to pay the full % of fees applicable for that term.

## HOW PAYMENT PLANS WORK

For your convenience our pre-approved payment plans are set at equal minimum monthly payments over the duration of the course. We do not charge any interest or fees for a payment plan. Due dates for payments are clearly noted on your Letter of Offer and Confirmation Letter. If you fall behind in your payment plan or wish to change any part of your plan, please speak to or email our accounts department any time. However, we will charge a 5% late fee on overdue fees that are not approved and not paid promptly. Payments can be made by cash, card, or internet transfer. We do not send out statements or reminders of the due dates for payment, however a personal diary note, or a recurring internet transfer to our bank account is advisable. Receipts are sent after each payment showing the remaining balance.

## UNDERSTANDING OF THE COURSE WITHDRAWAL & REFUND POLICY

I understand that if I withdraw from a **Qualification course** after the scheduled commencement date, then I must complete a “Withdrawal Form” and I am obligated to pay the balance of course fees equivalent to my period of enrolment as per the fee schedule of the enrolled course.

I understand that if I am enrolled in the **Barber Pathway course**, then all fees are due and payable, even if I get a job or leave during the course.

NB If you are taking advantage of a payment plan and you withdraw after commencement eg: 3 months of study, you will incur fees equal to the actual period of study. This will be different to your payment plan and is outlined in the Fee Schedule.



# REFUND POLICY

## STUDENT DEFAULT

### ALL STUDENTS

The applicable 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 the application fee).

### CANCELLATION/WITHDRAWAL AFTER COURSE COMMENCEMENT

If a student withdraws from a Qualification course after the scheduled commencement date, then the student must complete a Withdrawal Form and is obligated to pay the full course fees equivalent to their term of enrolment as per the applicable fee schedule for your enrolled course/s. All fees for this term must be paid even if you are asked to leave the college for non-compliance of school rules, or if your visa is cancelled.

If a student withdraws from a Short course all fees are due and payable even if you get a job or leave during the course.

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 schools discretion any final account will be calculated using the applicable fee schedule. Once a period of study has commenced, then fees are due for that whole period of study e.g. month, term.

***Please visit [www.brishair.com.au](http://www.brishair.com.au) for full details of Refund Policy and Fee Schedule.***

## PROVIDER DEFAULT

In the unlikely event that the college is unable to deliver the course in full, the college will notify the Secretary (or delegate) and Tuition Protection Service (TPS) General Manager within 3 business days of the default and will have a period of 14 days to satisfy its tuition protection obligations in relation to an affected student.

The student will be offered a place in a suitable alternative course at another college at no extra cost or will be provided with a refund of all unexpended prepaid tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided.

The student has the right to choose whether to receive a refund of the course fees, or accept a place in another course at another college.

The college defaults when:

- it fails to provide the course to the student on the agreed starting day; or
- the course ceases to be provided to the student any time after it starts but before it is completed; and
- the student has not withdrawn before the default day.

If the college is unable to provide a refund or placement in an alternative course, or if it appears to the TPS General Manager that the college is unlikely to satisfy those obligations, the student will have access to an online placement facility. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course or, if this is not possible, they will be eligible for a refund as calculated by the TPS General Manager.

## REQUESTS FOR REFUNDS

**Applications for refunds must be made on an "Application for Refund Form" and 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 General Manager 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.

**If a student's fees remain outstanding no certificates or statements will be issued.**

## COURSE DEFERMENT

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.

## TRANSFER TO ANOTHER PROVIDER (AFTER COMMENCEMENT)

National Code 2018 requires the student to remain enrolled in the principal course of study for at least six months before they can transfer to another education provider, unless the provider of the principal course agrees. Where the student seeks to transfer prior to completing six months in the principal course of study, a request for release must be submitted to the College in writing. If the College approves the transfer to another provider, the transfer will be treated as a Withdrawal from the College and this process will apply. The relevant government authorities will be advised accordingly. Your student visa status may be affected. (For the Transfer between Registered Providers process, refer to the Student Handbook available on [www.brishair.com.au](http://www.brishair.com.au)).

Note: As defined in the national Code 2018, the principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

## SPECIAL CLAUSES FOR INTERNATIONAL STUDENTS ONLY

Notification of withdrawal from a course of study must be made in writing and signed by the student. Refund for withdrawal will be calculated based on the date of the notice of withdrawal and will be as indicated in the following tables:

Before commencement of course:

More than 4 weeks before course commencement	70% refund of course fees paid
4 weeks or less before course commencement	50% refund of course fees paid

After commencement of course\*:

No refund
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\* Please refer to above heading – Cancellation/withdrawal after course commencement

Visa Refusal – Where a visa application is refused *before* commencement of the course, the amount of refund is the lesser amount of: a) 5% of total course fee, or b) \$500, deducted from the amount of fees received by the provider.

Where a visa application is refused *after* commencement of the course, the student will be refunded any unspent portion of the tuition fees paid in advance.

In both circumstances, the student must show proof of refusal and evidence of payment to the College. However, the College is not required to provide a refund if the visa was refused for any of the following acts or omissions by the student that directly or indirectly caused the student to default: -

- **Student's failure to start the course on the agreed starting day;**
- **The student's withdrawal from the course;**
- **The student's failure to pay an amount that he or she was liable to pay the College in order to undertake the course.**

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 Home Affairs of any student who cancels their enrolment or commencement date.

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.

Any refunds will be paid to the student, unless written authorisation is given by the student in favour of another party.

# ADDITIONAL STUDENT INFORMATION – APPRENTICESHIP PATHWAY

## APPRENTICE CLASS RULES

### FULL TIME & BLOCK APPRENTICE ATTENDANCE

If you are a full time apprentice then WEEKLY classes are to be attended to be effective in the apprenticeship. For rural apprentices block training is also an option to assist you to complete your studies. Please contact your apprentice coordinator to make arrangements which will suit your needs.

### PART TIME & SCHOOL BASED APPRENTICE ATTENDANCE

If you are a part time or school based apprentice then FORTNIGHTLY classes are the preferred attendance style. This can be negotiated by your employer with our school.

### APPRENTICE HOURS

College hours are 9am prompt start to 4.00pm.

Any changes to these times must be advised to the school in writing from your employer. If you are unable to attend school you must call before 8.45am on your allocated day. If you are unable to attend on your chosen day DO NOT come in on another day without first calling Jan Martin on 3229 2999 to arrange a spare place.

### TEXT BOOK

We recommend the Professional Hairdressing Aust & NZ edition Textbook available from [www.cengagebrain.com.au/shop/isbn/9780170262323](http://www.cengagebrain.com.au/shop/isbn/9780170262323). The cost is approx. \$125.00.

### PAYMENT FOR TUITION & SERVICES

Each unit of work is to be paid for before commencing the unit.

\*\*CURRENT HEALTH CARE CARDS are essential to receive the concession rate for payment of hairdressing units. Go to Centrelink immediately with 8 payslips to start the process, as it takes a few weeks.

### RESPECT FOR BREAK TIMES

Lunch break is for ½ hour, Morning Break ¼ hour  
Afternoon breaks. ¼ hour, when suitable to the teacher.

### NO FOOD OR DRINK

Please wait until your designated break time.

### DRESS CODE

- Closed-in shoes are essential for workplace health regulations, and black & white attire is preferable to wear. You will be asked to change if you are in open toed sandals or thongs. No inappropriate attire will be accepted such as singlets, short skirts or shorts, ripped clothing, low cut tops or midriffs, offensive wording etc. (A BSH T-shirt can be purchased at a very reasonable price).

## MOBILE PHONES

No mobile phone calls to or from your mobile will be allowed while in class or on the salon floor. Mobiles at school are for emergencies only or break times.

No personal music players will be allowed while in class or on the salon floor.

## COMPULSORY STATIONERY REQUIRED

Please bring a pen, glue stick, coloured pencils & an A 4 folder for your notes, as we do not supply stationery.

## APPRENTICE STUDENT CONTRIBUTION FEES

Apprentice student fees payable towards apprenticeship training for

Certificate III in Hairdressing and  
Certificate III in Barbering

As part of apprentice training, a fee is charged as contribution towards the participant's cost of tuition. This fee is determined annually by DETE and the current price list is issued to the apprentice on enrolment.

Partial exemption of Tuition fees will be allowed when;

- The apprentice was or will be under 17 at the end of February in the year in which the RTO provides training, and the student has not completed year 12.
- The apprentice holds a current health care card or pensioner concession card, issued under commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card. The apprentice must be named on the card or provides an official form under commonwealth law confirming that the apprentice is entitled to concessions under a health care card or pensioner concession card.
- The apprentice is an Aboriginal or Torres Strait Islander person. Acceptable evidence of this is identified on the national Apprenticeship Contract of the apprentice.

Refund Policy – When an apprentice does not commence a Unit of Competency students will be reimbursed for fees paid in relation to that unit, and if the unit has been commenced partial refunds are applicable.

Refusal to provide services - The RTO can refuse to provide services when an apprentice does not pay their Student Contribution fee, despite being advised of the RTO fees policy prior to enrolment.

# Academies Australasia Hair & Beauty Pty Ltd

## Code of Conduct

### Professional Conduct for Students

Academies Australasia Hair & Beauty Pty Ltd (AAHB) is committed to fostering an environment that promotes academic success for our learners. All students have a right to a safe physical and emotional environment. As a student of AAHB you are expected to always behave in a way that promotes a positive learning experience. The following is a guide to expected behaviour which also outlines positive qualities as well as unacceptable behaviour.

#### Acceptable Behaviour and Positive Qualities

- Treat all students and staff with respect.
- **Respect other student's abilities, skills and talent.**
- Consider all viewpoints fairly.
- Communicate well with other students, staff, employers and all clients.
- Treat other learners respectfully regardless of age, gender, race, ethnicity, national origin, religion, disability, or sexual orientation.
- Provide feedback with constructive suggestions.
- Communicate any concerns in a respectful and professional manner to an appropriate staff member.
- Display a positive desire to learn and enjoy your learning experience.
- Respond to other students and staff with respect, even in difficult situations.
- Speak in an appropriate tone and volume.
- Be structured, yet flexible and spontaneous.
- Listen to questions, comments and concerns of others.
- Try to find a win-win solution in conflict situations.

#### Unacceptable Behaviour

- Speaking in a derogatory manner towards other students, staff, employers and or clients having services within the school salon.
- Intimidation of students or staff in any form.
- Personal attacks or insults towards students, staff, employers or salon clients.
- Raising your voice towards students, staff, employers or clients or displays of temper.
- **Discussing other student's personal information with, or in front of, other students.**
- Speaking negatively about fellow students, staff, employers or clients.
- Offensive body language towards students, staff and or clients which includes, but is not limited to, hand gestures or inappropriate facial expressions.
- Ignoring or excluding certain students.
- Acting in a discriminating manner towards other students or staff
- Humiliating another student in public.
- Being insensitive to another student's culture or heritage.
- Using inappropriate language eg swearing.
- Bullying or harassing another student or staff member
- Stalking another student or staff member whether in person or by social media or text message

I understand that I am expected to behave in an acceptable manner as outlined in this Code of Conduct. I understand that unacceptable behaviour as outlined in this Code of Conduct will not be tolerated at AAHB.

I also understand that should I conduct myself in a manner that is not acceptable as outlined above, I am in breach of Professional Conduct for Students

Any breach of this Code of Conduct will be deemed as misconduct and appropriate action will be taken which may lead to suspension or termination of studies.