
Student Handbook

Academies Australasia Hair & Beauty Pty Limited T/A
Brisbane School of Hairdressing
Gold Coast School of Hairdressing
Brisbane School of Barbering
Gold Coast School of Barbering

ACN 150 738 195
RTO Provider Number: 32488 CRICOS Provider Number: 03319G
Brisbane Campus Address: UG Floor, 90-112 Queen Street, Brisbane QLD 4000
Gold Coast Campus Address: Shop 3, 2 Nerang Street Southport QLD 4215
Tel: BNE +61 7 3229 2999 Tel: GC +61 7 5591 1644
Email: admin@brishair.com.au Website: www.brishair.com.au

WELCOME

By choosing to study at Academies Australasia Hair & Beauty Pty Limited (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. We trade under the names of Brisbane School of Hairdressing, Gold Coast School of Hairdressing, Brisbane School of Beauty, Brisbane School of Barbering, and Gold Coast School of Barbering. We are also a member of Independent Tertiary Education Council Australia (ITECA).

AAHB is proud to be a member School 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 degree courses. The group has been operating for more than 110 years and listed on the Australian Securities Exchange for more than 40 years. There are multiple Schools 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 132 countries. For a full list of Schools and courses on offer, please visit 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

AAHB recognises 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 (RTO) and meets all administrative requirements as set by both the State and Federal Governments of Australia including, but not limited to, the Standards for RTOs and National Code. 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. From here on Brisbane School of Hairdressing, Brisbane School of Barbering, Gold Coast School of Hairdressing, and Gold Coast School of Barbering will be referred to as AAHB.

STUDENT ADMISSION

Admission to the School is open to any person who:

- can attend timetabled lessons at the School premises;
- meets the course entry requirements, including for English;
- pays the current course fees;
- agrees to abide by the School rules and procedures;
- agrees to comply with the laws of Queensland and Australia; and
- for overseas students, meets the requirements of the Department of Home Affairs and is granted a student visa to study at the School.

GOVERNMENT FUNDED COURSES (FOR DOMESTIC STUDENTS ONLY)

AAHB is a Skills Assured Supplier of the Department of Employment, Small Business and Training, delivering quality training under the Career Start Program (Apprenticeships & Traineeships). This funding provided by DESBT will assist you to gain your hairdressing or barbering qualification. AAHB have flexible training methods where your employer can choose to have the apprentice trained on-campus or at the workplace. Only Australian and New Zealand citizens who have entered Australia on a valid passport have unrestricted rights to apprenticeships in Australia. Apprentices over 25 years of age are required to pay a student contribution fee towards their training and resources.

CHANGE OF ENROLMENT

Students wishing to apply to change their enrolled course/s must complete the Application to Change Course form and submit it to the Student Services Officer via email at admin@brishair.com.au and pay the change of course fee (\$150.00) for each enrolment change.

CHANGES OF PERSONAL DETAILS

If you change your personal details, you must inform the School of all the following changes within 7 days:

- address,
- name,
- contact details,
- emergency contact details,
- enrolment status, or
- visa status.

You can complete the Student Contact Details form and send it via email - admin@brishair.com.au.

UNIQUE STUDENT IDENTIFIER (USI)

A USI is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection, allowing an individual to see all of their training results from all providers including all completed training units and qualifications. The USI will make it easier for students to find and collect their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

Students will need a USI to obtain their certificate or qualification from their registered training organisation, when studying nationally recognised training in Australia.

Students without a USI are required to create their USI account from the USI website (www.usi.gov.au). To create a USI, students must provide details of one form of identification document listed below:

- Driver's Licence
- Visa (with Non-Australian Passport) for international students

The USI details must be provided to the School upon commencement of the course. USI details are entered and verified in the student management system.

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)

Courses 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

STUDENT CONSUMER GUIDE

In Australia, every person has the right to be protected from unfair business practices. Queensland 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 Queensland.

STUDENT SERVICES AND SUPPORT

STUDENT ORIENTATION AND INDUCTION

AAHB conducts orientation sessions for students attending AAHB on commencement of the course, at which useful and important information regarding course outcomes, assessment, dress standards and other course requirements are given.

The General Manager or designated staff member will present an orientation presentation. If a student does not attend, they must contact the Student Services at admin@brishair.com.au to re-schedule as soon as possible.

Students are also advised of the link where they can access the student handbook on our website, important numbers, contact details, and other information about the college.

LANGUAGE, LITERACY, NUMERACY & DIGITAL

Students needing language, literacy, numeracy and digital (LLND) support are identified before commencement of the course. In most cases, LLND support can be provided. Where only a low level of support is needed, the Academic Advisor may arrange for the student to receive 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 LLND deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLND support, enrolment may be declined.

STUDENT SUPPORT SERVICES

If you have issues regarding living and studying in Australia, contact Student Services at admin@brishair.com.au to arrange an appointment with the Academic Advisor or General Manager. Student support services are provided free of charge. If you have academic issues, contact reception to arrange an appointment with the Academic Advisor via email at admin@brishair.com.au. For workplace related issues, students are advised to contact Fair Work Ombudsman. For legal services, students are advised to contact Legal Aid and Fair Trading.

INTERNATIONAL STUDENT WORK RIGHTS

Students are restricted to 48 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 COUNSELLING

Students may receive academic counselling from the Academic Advisor, Trainer or other qualified staff. The Trainer monitors the student's progress and intervenes to provide counselling or support as appropriate and where needed refers the student on to the Principal, Academic Advisor 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:

- Workplace Health and Safety
- Review of fee payments/schedules when requested
- Provision for special learning needs opportunities
- Credit opportunities

STUDENT WELFARE

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 the list below.

AMBULANCE 000	
FIRE 000	
POLICE 000	
The following details are for additional emergency services, national and/or state-based.	
ABORTION & GRIEF COUNSELLING 1300 363 550	AIDSLINE 1800 133 392
ALCOHOL AND DRUG INFORMATION SERVICE 9361 8000	AUSTRALIAN SEARCH AND RESCUE <i>Aviation Rescue</i> 1800 815 257
CHILD SAFETY SERVICES 1800 811 810	CRISIS CARE 1800 177 135
CRISIS PREGNANCY 1800 650 840	DOMESTIC VIOLENCE 24/7 1800 737 732
EMERGENCY ANIMAL DISEASE WATCH 1800 675 888	EMPLOYMENT 1300 592 987
FAIR WORK OMBUDSMAN 13 13 94 Website www.fairwork.gov.au/	KIDS HELPLINE 1800 551 800 Web site www.kidshelpline.com.au
QUEENSLAND FAIR TRADING 13 74 68	QUEENSLAND OMBUDSMAN 07 3005 7000 1800 068 908
FAMILY DRUG SUPPORT 1300 368 186	GAMBLERS ANONYMOUS 1800 002 210
INTERPRETING SERVICES 1800 131 450	LEGAL AID QUEENSLAND 07 3238 3500
LIFELINE (24 hours Counselling) 131 114	MATERNAL AND CHILD HEALTH LINE 132 229
MENTAL HEALTH HOTLINE 1800 011 511	PARENT LINE 132 289
POISONS INFORMATION CENTRE 131 126	QUITLINE Smoking 131 848
SEXUAL ASSAULT HELPLINE 1800 010 120	STUDY IN AUSTRALIA Website www.studyinaustralia.gov.au
TRANSPORT 132 380 131 450 (Translating and Interpreting Services)	VICTIMS OF CRIME 1800 633 063

FINANCIAL ASSISTANCE AUSTUDY/ABSTUDY/YOUTH ALLOWANCE (Applicable for Domestic Students Only)

Youth Allowance

Youth Allowance for students and apprentices is financial help for students and apprentices aged 24 or younger and either:

- studying full time
- doing a full time Australian Apprenticeship.

Further information on eligibility and payment rates of Youth Allowance (student) is available on the Services Australia website, or by calling 13 24 90.

Austudy

Austudy is the main income support payment if you're 25 or older and a full time student or Australian Apprentice.

Further information on eligibility and payment rates of Austudy is available on the Services Australia website, or by calling 13 24 90.

ABSTUDY

ABSTUDY is financial help for Aboriginal and Torres Strait Islander students and Australian Apprentices.

Further information on eligibility and payment rates of ABSTUDY is available on the Services Australia website, ABSTUDY Students and Trainees area, on 1800 132 317.

LEARNING SUPPORT

Learning support is available to students experiencing difficulties with their course work. Contact Student Services at admin@brishair.com.au for referral to the appropriate teaching staff.

OVERSEAS STUDENT HEALTH INSURANCE (OSHC)

It is an Australian Government requirement that all students studying on a student visa are covered by Overseas Student Health Cover (OSHC). The payment listed in the student's offer details covers the length of the student's course at the School. If the student prematurely withdraws from their course and returns home, the prepaid portion may be refunded by the Health Cover Provider, upon request.

Students accompanied by a partner or family must pay the OSHC partner or family fee.

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 School reporting process remains the same.

ACCOMMODATION

AAHB does not endorse, recommend or investigate accommodation and therefore accepts no responsibility for any accommodation advertised. Students should ask the accommodation owners/managers for more information if required.

STUDENT ID CARDS

Student ID cards are issued after commencement for evidence of enrolment. Rail and bus concession application is not required as all south east Queensland public transport trips are .50 cents each. Should a replacement be required, a fee of \$5.00 will be incurred.

STUDENT TEA ROOM

Student break out rooms are available at the Brisbane and Gold Coast campuses. These areas are available for the use of all students and include - tea and coffee making facilities, fridge and microwave. Students must clean up after themselves and ensure no rubbish is left lying around.

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 Uptown 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 & BARBERING STUDENTS

Each student will receive one beauty day at the end of each term. If students require their hair done more than this, they are required to come in on their day off. Students must get approval from a teacher and book it in with another student. Student prices will apply. Advanced creative colour and chemical services will not be available.

STUDENT FACILITIES

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

Gold Cost campus also has wireless internet in all areas, student break area, fridge, microwave, and hair salon

COURSE CREDIT

AAHB has an obligation under the Australian Qualifications Framework (AQF) for the mutual recognition of qualifications and competencies gained by study at other institutions registered under these guidelines. Where a student has obtained an AQF qualification or Statement of Attainment from another Registered Training Organisation, the School will recognise all the units of competency or course modules relevant to the student's current or proposed course.

The School encourages students who have completed subjects, competencies or outcomes from other institutions to apply to have that prior learning recognised. They would then be exempt from studying that subject, unit of competency or module.

The School also recognises that a student's current competencies may have been obtained from work experience or life experience. Thus, students who can demonstrate that they have current competencies similar to what is required in their course are encouraged to have these competencies recognised. They would also then be exempt from studying that subject, unit or competency.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. The attainment of competencies can occur in a number of ways including:

- formal learning
- non-formal learning
- informal learning

Applications for RPL are accepted during initial interview or prior to commencement and previous skills will be assessed against the training packaged requirements 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.

Further information and an RPL eligibility form may be requested by contacting Student Services or administration. Fees are applicable to vocational pathway students, for the RPL process and quoted on individual units of competency. Your course may be shortened if Credits or RPL are applied.

CREDIT TRANSFER

Credit Transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

The procedure for applying for or Credit Transfer (CT) is as follows:

1. Students must complete the Application Form to formally apply for CT within the first week of a term. Students will submit the form with the supporting documents to Marketing Manager (prior to issuance of eCoE) or to Student Services (after issuance of eCoE until the first week of a term), where documents will be photocopied and signed by the staff member.
2. Students must provide the School with the original or certified copies of document, whether it is a transcript of the qualification, credential, test amur, award or reference letter. The document must be in English. If it is not, the School requires that it be translated by a recognised body.

3. The completed application form and supporting documents are forwarded to the Head Teacher to assess the applications.
4. The student will be informed of the outcome of the request in writing.
5. Students have the right to appeal in circumstances where they do not agree with the outcome of the request. Please refer to the Complaints and Appeals section in this handbook for details on how to appeal against a decision of the School.

Students should note that the granting of RPL or CT may lead to the shortening of their course. If this happens, the School will notify Department of Home Affairs of the shortened course duration via PRISMS (international students only). The granting of RPL or CT does not affect Department of Home Affairs' requirement that international students on a student visa must undertake a full-time study workload of 20 contact hours per week.

After the commencement of the student's course, approval of RPL or CT does not lead to a reduction of fees payable.

Students who wish to apply for RPL may do so by paying an RPL fee of \$200 per qualification, upon application.

For CT applications, there are no assessment fees.

ATTENDANCE AND ABSENTEEISM

TRAINING DELIVERY

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

STUDENT ATTENDANCE

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. Only those hours recorded on the computer system will be credited to the hours completed by each student.

For students who didn't complete their course by the course end date, an additional fee of \$80.00 per day will apply until the student completes the requirements of the course.

ARRIVING AND DEPARTING

Students will be shown how to log on and off for arrivals and departure for attendance records.

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 SCHOOL

If you are absent from School due to illness, inform the school as soon as possible (before 8.45am) by sending an email to admin@brishair.com.au.

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.

DEFERMENT, SUSPENSION AND CANCELLATION OF ENROLMENT

DEFERRING OR SUSPENDING ENROLMENT

The School 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 School, 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

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

TERMINATING OR CANCELLING ENROLMENT

Notification of withdrawal from a course of study must be made in writing and signed by the student. The email must be sent to admin@brishair.com.au. No final documents will be issued until all outstanding fees are settled.

The School will initiate cancellation of student enrolment if:

- the student did not start the course on the commencement date (non-commencement);
- the student failed to pay fees (non-payment of fees);
- the student breached a condition of his/her student visa;
- the student misbehaved (when student has committed serious misbehaviour such as criminal activity or non-serious misbehaviour repeatedly after suspension); or
- The student did not return after the term break.

Upon approval from the General Manager, when the cancellation is due to student's failure to pay fees, breaching of a condition of student visa or student misbehaviour, the student is notified in writing of the decision. The notification refers to:

- The fact that the cancellation may have an impact on student visa;
- 20 working days in which to access the internal appeals process;
- The external appeals process (Overseas Student Ombudsman);

Students may appeal against the decision to cancel their enrolment. The cancellation will not take effect until the internal and external appeals processes are completed unless extenuating circumstances relating to student welfare apply.

The School must advise Department of Education, Skills and Employment and Department of Home Affairs via PRISMS particulars of any breach by an accepted student of a prescribed condition of a student visa as soon as practicable after the breach occurs.

The School must give particulars of a breach by a student even if the student has ceased to be an accepted student of the provider.

COURSE PROGRESS

MONITORING STUDENT'S COURSE PROGRESS

To check that the student's course progress is satisfactory, the School will monitor academic performance in each unit of enrolment. Progress will be assessed throughout each subject and results will be collated at the end of every term. At the same time, the School will also check the student's progress towards completion of the course within the specified duration. A final assessment of the student's overall achievements will occur at the end of every term.

Students returning from their approved leave are expected to meet course progress requirements. When a student returns from their approved leave he/she is expected to meet course progress and catch up on his/her studies in the following term, failing to do so would trigger the reporting process (international students only), any previous warning letters would also be counted towards the reporting cycle.

SATISFACTORY COURSE PROGRESS

To meet the requirement for satisfactory course progress, students must be deemed competent in at least 50% of the course requirements in a term or study period.

Course progress is monitored based on the duration of the course a student is enrolled in.

UNSATISFACTORY COURSE PROGRESS

Warning letters such as Risk of Unsatisfactory Course Progress and Non-Compliant Rate of Course Progress are sent to students by email. Intention to Report letters are also sent to students by email.

Course Duration: 2 terms which is equivalent to 2 study periods

1. Students whose end of the study period result indicates that they have not successfully completed or demonstrated competence in 50% of the course requirements for the study period will receive a Non-compliant Rate of Course Progress letter (CPL1_6M) via email before the commencement of the following study period, indicating that the student is at risk of not achieving satisfactory course progress.

2. Student must contact the Academic Advisor for a one-on-one meeting by Friday of the first week of the study period as per the CPL1_6M. The student attends meeting and intervention strategies are implemented. The student continues to new subjects after paying for reassessment (if applicable) or agreeing to any other intervention strategy. The student is also placed on probation for the following study period. Any intervention measures implemented are documented on the student management system.

If the student does not contact the Academic Advisor by Friday of the first week of the study period as per the CPL1_6M, they will be issued with an ITR* within 14 days (after the end of the first week of the study period) via email. The ITR letter informs the student of the School's intention to report their breach to the Department of Education, Skills and Employment (DESE) and the DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Policy and Procedure for further details.

3. Student who does not show improvement after contacting the Academic Advisor by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and, as a consequence, fails to complete or demonstrate competency in 50% of the course requirements will be issued with an ITR via email. The ITR letter informs the student of the School's intention to report their breach to the DESE and the DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Policy and Procedure for further details.

4. Students failing to meet satisfactory course progress for 2 consecutive study periods will also be issued with an ITR letter via email informing the student of the School's intention to report their breach to the DESE and DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to

Course Duration: 3 terms which is equivalent to 3 study periods

1. Students whose end of the study period result indicates that they have not successfully completed or demonstrated competence in 50% of the course requirements in the study period will receive a Risk of Unsatisfactory Course Progress letter (CPL1_9M) via email before the commencement of the following study period, indicating that the student is at risk of not achieving satisfactory course progress. The student is also placed on probation for the following study period.

2. Student issued with CPL1_9M is advised to contact the Academic Advisor for a one-on-one meeting by Friday of the first week of the study period as per the CPL1_9M. The student attends meeting with Academic Advisor and intervention strategies are implemented. The student continues to new subjects after paying for reassessment (if applicable) or agreeing to any other intervention strategy. Any intervention measures implemented are documented on the student management system.

If the student does not contact Academic Advisor by Friday of the first week of the study period as per CPL1_9M, they will be issued with an ITR* within 14 working days.

3. Students whose end of the study period result indicates that they have not successfully completed or demonstrated competence in 50% of the course requirements at the end of the second study period will receive a Non-Compliant Rate of Course Progress letter (CPL2_9M) via email before the commencement of the following study period, indicating that the student is at risk of not achieving satisfactory course progress.

4. Student issued with CPL2_9M is advised to contact the Academic Advisor for a one-on-one meeting by Friday of the first week of the study period as per the CPL2_9M. The student attends meeting with Academic Advisor and intervention strategies are implemented. The student continues to new subjects once outstanding assessments are submitted and have been deemed competent or at Academic Advisor's discretion if the student has demonstrated an active attempt at resolving course progress issues. The student is also kept on probation for the following study period. Any intervention measures implemented are documented on the student management system. If the student does not contact the Academic Advisor by Friday of the first week of the study period as per the CPL 2_9M, they will be issued with an ITR* within 14 days (after the end of the first week of the study period) via email and post. The ITR letter informs the student of the School's intention to report their breach to the DESE and the DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Policy and Procedure for further details.

5. Student who does not show improvement after contacting the Academic Advisor by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and, as a consequence, fails to complete or demonstrate competency in 50% of the course requirements will receive an ITR Letter via email. The ITR letter informs the student of the School's intention to report their breach to the DESE and the DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Policy and Procedure for further details.

Course Duration: 4 terms which is equivalent to 4 study periods

1. Students whose end of the study period result indicates that they have not successfully completed or demonstrated competence in 50% of the course requirements will receive a Risk of Unsatisfactory Course Progress letter (CPL1_1Y) to the student via email before the commencement of the following study period, indicating that the student is at risk of not achieving satisfactory course progress.

2. Student issued with CPL1_1Y is advised to contact the Academic Advisor for a one-on-one meeting by Friday of the first week of the study period as per the CPL1_1Y. The student attends meeting with Academic Advisor and intervention strategies are implemented. The student continues to new subjects after paying for reassessment (if applicable) or agreeing to any other intervention strategy. Any intervention measures implemented are documented on the student management system.

3. Students whose end of study period result indicates that they have not successfully completed or demonstrated competence in 50% of the course requirements at the end of the second study period will receive a Non-Compliant Rate of Course Progress letter (CPL2_1Y) via email before the commencement of the following study period, indicating that the student is at risk of not achieving satisfactory course progress. The student is also placed on probation for the following study period.

4. Student issued with CPL2_1Y is advised to contact Academic Advisor for a one-on-one meeting by Friday of the first week of the study period as per the CPL2_1Y. The student attends meeting with Academic Advisor and intervention strategies are implemented. The student continues to new subjects once outstanding assessments are submitted and have been deemed competent or at Academic Advisor's discretion if the student has demonstrated an active attempt at resolving course progress issues. The student is also kept on probation for the following study period. Any intervention measures implemented are documented on the student management system.

If the student does not contact the Academic Advisor by Friday of the first week of the study period as per the CPL 2_1Y, they will be issued with an ITR* within 14 days (after the end of the first week of the study period) via email. The ITR letter informs the student of the School's intention to report their breach to the DESE and the DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Policy and Procedure for further details.

5. Students whose end of the study period result indicates that they have not successfully completed or demonstrated competence in 50% of the course requirements at the end of the third study period will receive a Continued Non-Compliant Rate of Course Progress letter (CPL3_1Y) to the student via email before the commencement of the following study period, indicating that the student is at risk of not achieving satisfactory course progress.

6. Student issued with CPL3_1Y is advised to contact the Academic Advisor for a one-on-one meeting by Friday of the first week of the study period as per the CPL3_1Y. Student attends meeting with Academic Advisor and intervention strategies are implemented. The student continues to new subjects once outstanding assessments are submitted and have been deemed competent or at Academic Advisor's discretion if the student has demonstrated an active attempt at resolving course progress issues. The student is also kept on probation for the following study period. Any intervention measures implemented are documented on the student management system.

If the student does not contact the Academic Advisor by Friday of the first week of the study period as per the CPL 3_1Y, they will be issued with an ITR* within 14 days (after the end of the first week of the study period) via email. The ITR letter informs the student of the School's intention to report their breach to the DESE and the DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Policy and Procedure for further details.

7. Student does not show improvement after contacting Academic Advisor by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and, as a consequence, fails to complete or demonstrate competency in 50% of the course requirements will be issued with an ITR letter via email. The ITR letter informs the student of the School's intention to report their breach to the DESE and the DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Policy and Procedure for further details.

Course Duration: 8 terms which is equivalent to 8 study periods

Note: For qualifications with course duration of 5, 6 or 7 study periods, the course progress monitoring procedure for 8-term course will apply.

1. Students whose end of the study period result indicates that they have not successfully completed or demonstrated competence in 50% of the course requirements in the study period will receive a Risk of Unsatisfactory Course Progress letter (CPL1_2Y) via email before the commencement of the following study period, indicating that the student is at risk of not achieving satisfactory course progress.

2. Student issued with CPL1_2Y is advised to contact Academic Advisor for a one-on-one meeting by Friday of the first week of the study period as per the CPL1_2Y. The student attends meeting with Academic Advisor and intervention strategies are implemented. Any intervention measures implemented are documented on the student management system.

3. Student's end of study period result indicates that they have not successfully completed or demonstrated competence in 50% of the course requirements at the end of the second study period will receive a Non-Compliant Rate of Course Progress letter (CPL2_2Y) via email before the commencement of the following study period, indicating that the student is at risk of not achieving satisfactory course progress.

4. Student issued with CPL2_2Y is advised to contact the Academic Advisor for a one-on-one meeting by Friday of the first week of the study period as per the CPL2_2Y. The student attends meeting with Academic Advisor and intervention strategies are implemented. The student continues to new subjects after paying for reassessment or agreeing to any other intervention strategy. The student is also placed on probation for the following study period. Any intervention measures implemented are documented on the student management system.

If the student does not contact Academic Advisor by Friday of the first week of the study period as per the CPL 2_2Y, they will be issued with an ITR* within 14 days (after the end of the first week of the study period) via email. The ITR letter informs the student of the School's intention to report their breach to the DESE and the DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Policy and Procedure for further details.

5. If the student's end of the study period result indicates that they have not successfully completed or demonstrated competence in 50% of the course requirements at the end of the third study period, Academic Advisor issues a Continued Non-Compliant Rate of Course Progress letter (CPL3_2Y) to the student via email before the commencement of the following study period, indicating that the student is at risk of not achieving satisfactory course progress.

6. Student issued with CPL3_2Y is advised to contact Academic Advisor for a one-on-one meeting by Friday of the first week of the study period as per the CPL3_2Y. The student attends meeting with Academic Advisor and intervention strategies are implemented. The student continues to new subjects once outstanding assessments are submitted and have been deemed competent or at Academic Advisor's discretion if the student has demonstrated an active attempt at resolving course progress issues. The student is also kept on probation for the following study period. Any intervention measures implemented are documented on the student management system.

If the student does not contact Academic Advisor by Friday of the first week of the study period as per CPL 3_2Y, they will be issued with an ITR* within 14 days (after the end of the first week of the study period) via email. The ITR letter informs the student of the School's intention to report their breach to the DESE and the DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Policy and Procedure for further details.

7. If the student does not show improvement after contacting Academic Advisor by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and, as a consequence, fails to complete or demonstrate competency in 50% of the course requirements, they will be issued with an ITR Letter via email. The ITR letter informs the student of the School's intention to report their breach to the DESE and the DHA via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Policy and Procedure for further details.

*Non-contact ITR will not be issued if:

- Student has notified the Student Services Officer of their request to withdraw from the School, including a request to transfer to another provider and does not require a release from the School.
- Student has contacted the School indicating that they have no intention of attending course progress counselling to meet course progress requirements.

General Guidelines for Students Enrolled in Hairdressing and Barbering Courses:

- Course progress monitoring will consider the written, practical and observation assessments due per study period.
- To meet the requirement for satisfactory course progress, students enrolled for Hairdressing and Barbering courses must successfully complete the following course requirements in a study period:
 - A minimum of 50% of the written assessments due
 - A minimum of 50% of the practical assessments due
 - Allocated hours in the simulated environment (e.g. salon, clinic) for the study period
 - Observation assessments (if due)
- If the student has not successfully completed the written, practical and observation assessments within course duration of the eCoE, notwithstanding the intervention strategies implemented, the student will need to apply to extend eCoE and pay the relevant course fees.

INTERVENTION STRATEGIES

For students identified as being at risk of not meeting or have not met course progress requirements, the following support/ intervention strategies may be implemented to assist the student:

- English language course to support oral and written comprehension
- Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills provided by the supervising trainer and assessor
- Counseling with the SSO for assistance with personal issues affecting course progress
- Opportunity for reassessment
- Changing courses
- Mentoring by the supervising trainer
- Referral to external organisations for assistance (by Academic Advisor)
- Reduction in course load approved by Academic Advisor
- Extension of course
- Combination of the above

When an intervention strategy is implemented, the student will be required to meet the relevant Academic Advisor on a regular basis for follow up. This is to be determined as part of the intervention strategy. The student will be reminded by Academic Advisor that continued unsatisfactory course progress for a course could lead to the student being reported to the DESE and the DHA.

It is the responsibility of the student on probation to maintain contact with the Academic Advisor. An academic staff member may initiate and recommend to the Academic Advisor a support program at any stage during the study period if they believe that the student is at risk of not achieving satisfactory course progress. Intervention measures implemented is documented on student management system.

Students are able to discuss any additional support that they require with their Trainer at any stage during their studies. This will be recorded on the student management system.

INTERNAL AND EXTERNAL APPEALS

A student may appeal the ITR issued for unsatisfactory course progress on the following grounds:

- The College's failure to record or calculate a student's marks accurately,
- Compassionate or compelling circumstances, or
- The College not having followed its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

The student has the right to appeal a decision made by the College to report their unsatisfactory course progress. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that they are able to access the College's Complaints and Appeals process and that the student has 20 working days in which to do so. Refer to the College's Complaints and Appeals Policy and Procedure for further details such as on procedures for accessing external appeals.

REPORTING OF STUDENT'S UNSATISFACTORY COURSE PROGRESS

In the event that the student has not met the course progress requirements, SS must notify the DESE and DHA through PRISMS within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act. For under 18 students, SS must notify within 14 days. SS also provides the student's contact details, residential address in Australia and overseas, termination of study date and the last day of studies in PRISMS.

ASSESSMENT

Assessment is an extremely important part of the whole education process. The purpose of assessment is to evaluate what students have learned, how they are progressing and where any problems are. The College has flexible learning and assessment procedures.

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 as per the training package requirements. 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 assessments.

At the beginning of each unit, your Trainer will give you an overview of the planned assessment including any practical assessment.

If a date is scheduled for a theory exam and a student does not attend, a Not Yet Competent result will be recorded unless a medical certificate is supplied.

For successful completion of each unit of competency, students will undertake written assessments. Some units of competency will also require a Practical Assessment which can only be undertaken once you have been marked Satisfactory in your written assessment.

Assessments must be:

- Set out in acceptable format
- Your own work (except in group projects)
- Copied on completion and copy stored securely
- Submitted on time and as the teacher instructed
- Compliant to copyright laws
- Use references

All assessments will be benchmarked against the knowledge and evidence requirements of the relevant unit of competency within the current 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 School premises. No form of copying is permitted. This material is retained by the School for audit and quality assurance purposes.

PLAGIARISM

All assignments (except group work) must be the sole original work of the student. Plagiarism is not accepted at any Australian education institution and carries strict penalties. Plagiarism occurs when a student takes ideas, passages, text or any work of someone else and pretends that it is their own work. All sources and references should be properly acknowledged by footnotes, end notes or a bibliography. Plagiarism will result in a zero mark for that assignment and may lead to serious consequences, including expulsion.

FAILURE TO ATTEMPT AN ASSESSMENT

Students who do not attempt an assessment without a valid reason will receive a zero mark and not complete the competencies that assessment was assessing.

However, the School understands that there may be valid reasons why a student did not attempt an assessment. Students may apply for an alternative assessment or special consideration if, because of illness or other circumstances (not work-related) beyond their control, they:

- miss a formal assessment;
- attend an assessment but are forced to leave before the allocated time has expired;
- finish an assessment, but believe that their performance was affected; and
- have difficulty in completing an assessment.

To be considered, the students must:

- inform the School as soon as is practicable and no later than two working days after the assessment; or
- inform the assessor at the time if they attempted any part of the assessment; and provide external independent evidence of the illness or misadventure in the form of a doctor's certificate from a registered medical practitioner or a Police Report or any other documentation that will support their application.

REASSESSMENTS

It is inevitable that some students will not meet the requirements of the assessment evidence and will be judged as Not Yet Competent. The School's approach to these situations is to work with the student in order to address deficiencies and to build their skill and knowledge in preparation for additional assessment. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor. The students are allowed to resubmit assessments a maximum of two times for each unit while the term or study period is ongoing.

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

ASSESSMENT APPEAL

AAHB seeks to prevent appeals by ensuring that students are satisfied with their training and assessment outcomes. Trainers and Assessors 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 20 days of receipt of assessment grade.

INDIVIDUAL NEEDS

If a student has any special needs in relation to assessment, preparing for assessment, or understanding the assessment plan, they should notify their trainer. (They should also notify the School of this upon induction and should tell their trainer about this for the purposes of lesson or training delivery.) The student needs to give the School sufficient notice. Ideally, the student should inform the trainer of these when joining the class and remind them two weeks before the particular assessment event.

STANDARD OF WORK

Students are required to work to a professional standard when undertaking the practical component and assessment of the unit of competency. 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 and 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 will be completed 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 and second attempts do not meet the unit requirements, you will be given the opportunity to further training and then the opportunity for reassessment. Reassessment fees apply.

Practical Assessment 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 reassessment. Reassessment fees apply.

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.

ASSESSMENT FEEDBACK

Assessment feedback will be provided to you by the Assessor on both written and practical assessments.

RESULT FOR ASSESSMENT

Each assessment part will be recorded as Satisfactory or Not Satisfactory. On completion of the full unit, you will be marked Competent or Not Yet Competent.

Result of Assessments are coded as follows:

- C Competent
- NYC Not Yet Competent
- CT Credit Transfer
- RPL Recognition of Prior Learning

APPEALS AGAINST ASSESSMENT OUTCOMES

If you are not satisfied with your marks, you may appeal the assessment outcome. Please refer to Appeals Process section in this handbook.

TRANSCRIPTS AND CERTIFICATES

Students must have a valid USI Number and have successfully completed a qualification to be issued with a certificate stating the qualification that they have attained. They will also receive a transcript of all the subjects and the grades that they obtained and, where relevant, units of competency they have completed.

For vocational courses, students who do not successfully complete a qualification will be issued with a Statement of Attainment, listing the units of competency that they have attained.

RECORDING YOUR TRAINING

It is your responsibility as you complete each section of work to see that the relevant unit is signed by your teacher. 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.

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 sending a written request to the School via email to admin@brishair.com.au. 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 assessments where you will be advised at the appropriate time to bring in certain models, e.g. Long Hair and Colour Correction units, so you can be assessed on your practical skills in a salon environment.

COMPLAINTS AND APPEALS

Sometimes students may have a complaint or be unhappy about a particular decision or action of the School or of a trainer or other School staff members. For Academic complaints students should approach the Trainer or Academic Advisor first. For any other issues, students should contact Student Services.

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

ACADEMIC RELATED COMPLAINTS

- In the first instance, students should raise the matter with their Trainer or Academic Advisor.
- If the student is not satisfied with the Trainer's response or the matter is more serious, the student completes and returns the Grievance Form (available on the School website and at reception) to Student Services. The student should attach copies of any supporting documents (if applicable). If the matter is very serious or confidential, the student may wish to make an appointment with the General Manager to give notice of the complaint. The complaint is referred to the General Manager.
- Within 10 working days of the receipt of a formal complaint the General Manager will consider the information provided and may contact the student and/or trainer/staff members if further information is required. The General Manager shall, if they see fit, make a decision on the matter and advise the student in writing the actions/plans, details of the reasons for the outcome and right to access an independent external complaints and appeal process within 10 working days of concluding the investigation of the complaint.
- If the student is still unhappy, they can request Student Services within 5 working days of the outcome to refer the complaint to the Deputy Group Managing Director.
- The student will be informed in writing of the outcome of the complaint, including details of the reasons for the outcome and right to access an independent external complaints process within 10 working days of concluding the investigation of the complaint.
- Should a student feel that the problem cannot be resolved within the School, the General Manager should be informed.
- During the complaints process the student is entitled to have a support person (at the student's cost).
- Students may also access the external appeals process within 5 working days of the outcome. Please refer to 'External Appeals' in the Student Handbook (available on www.brishair.com.au).
- The School's complaint resolution process does not inhibit the student's right to seek other remedies under Federal or State law.
- The student's enrolment will be maintained while the complaints and appeals process is ongoing.

OTHER COMPLAINTS

- For other complaints, students must raise the matter to Student Services. If the complaint cannot be resolved informally, students may lodge a formal complaint by submitting the Complaint form (available on www.academies.edu.au and at Student Services) to Student Services. The School will maintain the student's enrolment while the complaint process is ongoing. The student must also enrol in his/her course during the process.
- Within 10 working days of the receipt of a formal complaint the General Manager will consider the information provided and may contact the student and/or staff members if further information is required. The General Manager shall, if he sees fit, make a decision on the matter and advise the student in writing the actions/plans, details of the reasons for the outcome and right to access an independent external complaints and appeal process within 10 working days of concluding the investigation of the complaint.
- If the student is still unhappy, they can request Student Services within 5 working days of the outcome to refer the complaint to the Deputy Group Managing Director.
- The student will be informed in writing of the outcome of the complaint, including details of the reasons for the outcome and right to access an independent external complaints process within 10 working days of concluding the investigation of the complaint.
- Should a student feel that the problem cannot be resolved within the School, the General Manager should be informed.
- During the complaints process the student is entitled to have a support person (at the student's cost).

- Students may also access the external appeals process within 5 working days of the outcome. Please refer to 'External Appeals' in the Student Handbook (available on www.brishair.com.au).
- The School's complaint resolution process does not inhibit the student's right to seek other remedies under Federal or State law.
- The student's enrolment will be maintained while the complaints and appeals process is ongoing.

APPEALS PROCESS

- If a student wishes to lodge an appeal against an official decision made by the School they need to submit an Appeal Form to Student Services.
- General Manager will commence the investigation within 10 working days of the appeal being lodged. Staff will consider the information provided (if applicable) and information about the student in the Student Management System (VETtrak), and may contact the student if further information is required. Once the outcome has been finalised the student is informed in writing.
- If the outcome is in favour of the student, the School immediately implements any decision or corrective/preventative actions required and commences continuous improvement process. A record of the appeal is kept in VETtrak as evidence of the communication to the student.
- If the outcome is not in favour of the student, the student can choose to either withdraw the appeal or access external appeal process with the Overseas Student Ombudsman (OSO). The School informs the student in writing of their right to access external appeal process within 10 working days of concluding the internal appeal. Student must contact the OSO within 5 working days of the written outcome and inform relevant Staff. If student does not proceed and withdraws the appeal, the School proceeds with the decision, keeps a record in VETtrak.
- OSO investigates and informs the student and the School of outcome. The appeal procedure will be determined by the independent mediator. During the appeal process the student's enrolment will be maintained. If required, all documentation from the student and the School related to the appeal will be forwarded to the OSO.
- If the outcome of the External appeal is in favour of the student, the School immediately implements any decision or corrective/preventative actions required and commences continuous improvement process. A record of the appeal is kept in VETtrak as evidence of the communication to the student.
- If the outcome is not in favour of the student, the School proceeds with the decision, and keeps a record in VETtrak.

External Appeal

The student will have access and receive the outcome of only one external appeal process before the School may report the student to the relevant authorities. Hence the School does not have to await the outcome of multiple external appeals processes which the student may wish to access. However, the School will inform students that they could refer to the OSO. The OSO 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 School. You can initiate the external appeals process to OSO by telephone, in writing, by fax, or using OSO's online complaint form.

Overseas Students Ombudsman (OSO)
GPO Box 442 Canberra ACT 2601
Tel: 1300 362 072
Fax: 02 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

Note: For the domestic students who are unable to resolve the matter with the School, they may contact Queensland Training Ombudsman via info@qto.qld.gov.au.

Withdrawal of Complaint/Appeal

- The student may withdraw a complaint or appeal at any time during the resolution process. The student must make the withdrawal in writing and submit it to the Student Services. This will then be forwarded to the General Manager. Alternatively, the student may send an email using his/her email address that is registered with the School.
- The General Manager will send a written acknowledgement of the withdrawal to the student. The matter will be concluded and deemed to be resolved.

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 your career is to act like the professional you want to be.

- Normal school hours are Monday – Thursday from 9:00am – 5:00pm. Public holidays excluded. Apprentice Theory classes run from 9:00am - 4:00pm. Students should arrive by 8:50am each day to be able to begin tuition at 9:00am.
- Lunch break is between approx.12:30pm-1:30pm and is designated by the instructor on the floor or the Salon Receptionist.
- Students should not leave the campus for the day without the notifying of Salon Receptionist/Floor Manager, or teacher.
- 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 8:30am 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 student services officer before you purchase flight 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 School T-shirt can be purchased at a reasonable price from admin).
- Students are responsible for their own tool kit. Students must not borrow equipment, textbooks or goods from others.
- Each student must clean up his or her workstation including the floor area, after each service.
- 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, retail products, tools and equipment etc.
- 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, vaping, 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 by the completion date of the course. If further training is required after that date extra fees will apply.
- Workplace Health and 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.

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

Under no circumstances should offensive or derogatory comments be made about AAHB 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 School, 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 School at any events or activities conducted under the name of the School 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 School, 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 School. An allegation may be made by staff, students or an external person with an association to the School. An allegation of non-academic misconduct may be dealt with as follows:

1. Temporary removal situations; or
2. Suspension; or
3. Cancellation of Enrolment.

GROOMING AND APPEARANCE STANDARDS

The following regulations are to maintain the professional hygiene and safety standards within the School campuses. These salon standards are in place to ensure consistency in the image of the School. 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 students. 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.

HAIR

- Hair should be maintained and styled for your industry
- Attention to style cut and colour.
- 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.

NAILS

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

SHIRTS

- Black or White
- Traditional style
- 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

- Black (Black denim may be worn if they comply with other requirements)
- Laundered regularly
- Good fitting
- 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 with strong non-slip soles
- Shoes to be in good repair, no holes
- Enclosed shoes – No open toes, no sling backs, no strappy sandals
- Black lifestyle shoes are acceptable.

UNDERGARMENTS

- Must not be seen under uniform attire.

SMOKING & ALCOHOL

- Smoke in designated outdoor areas (The time to do this **MUST NOT** exceed the break time allocated to the students).
- 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

- Mobile phones only to be used as directed by the teacher
- Use breath fresheners and clean teeth regularly- always after eating and/or smoking
- Chewing gum is prohibited
- Ensure you have deodorant/ body spray/ perfume while working over clients.
- Student badges worn at all times
- Minimal jewellery can be worn, should be small enough not to interfere with the equipment or duties.

STUDENT UNIFORMS – HAIRDRESSING & BARBERING

For female students a uniform represents:

- Black Trousers or Skirt
- Brisbane School of Hairdressing or Barbering T-shirt

For male students a uniform represents:

- Black Trousers
- Brisbane School of Hairdressing or Barbering T-shirt

INAPPROPRIATE CLOTHING

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 School 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 School.

All warnings will be kept on file.

Please see below for examples of inappropriate uniform.

DRESS CODE: PROHIBITED ATTIRES

Backless Shirts



Not below bra line/Bra not showing

Blouses/Shirts with Spaghetti Straps



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

See-through Blouses



Undershirt should not be too small

Shirts without Undershirt



MINI-SKIRTS: LENGTH GUIDE



Dirty Pants or with holes



Skin should not peek through and should still be decent looking

Shirts with plunging necklines



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 teacher/ mentor 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 teacher/ mentor of the situation immediately.

WORKPLACE HEALTH AND SAFETY (WHS)

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 WHS considerations when planning and delivering training, and students will be advised of the WHS 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 Workplace Health and Safety Guidelines and report all hazards and incidents.

FIRST AID

There are First Aid Kits on each campus. Students requiring first aid should advise their teacher/ mentor so that they can be directed to the most appropriate First Aid Officer. Transport to the nearest medical facility will be arranged, if necessary.

TROLLEYS / LOCKERS

On day of orientation you will be allocated a Trolley or Locker and you must buy your own lock to keep your belongings safe and secure. On completion of your course, your locker or trolley will need to be emptied, cleaned, and administration notified.

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. There are also security cameras positioned throughout each campus.

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 storeroom. Only your instructor will have access to the storeroom. 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.

HAIRDRESSING AND BARBERING 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

SAFETY AND EVACUATION PROCEDURES

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

The WHS 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.

PLEASE NOTE

You may be working on a client when an alarm sounds. Remember, you could be in the middle of a service.. 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.

EMERGENCY EVACUATION PROCEDURES

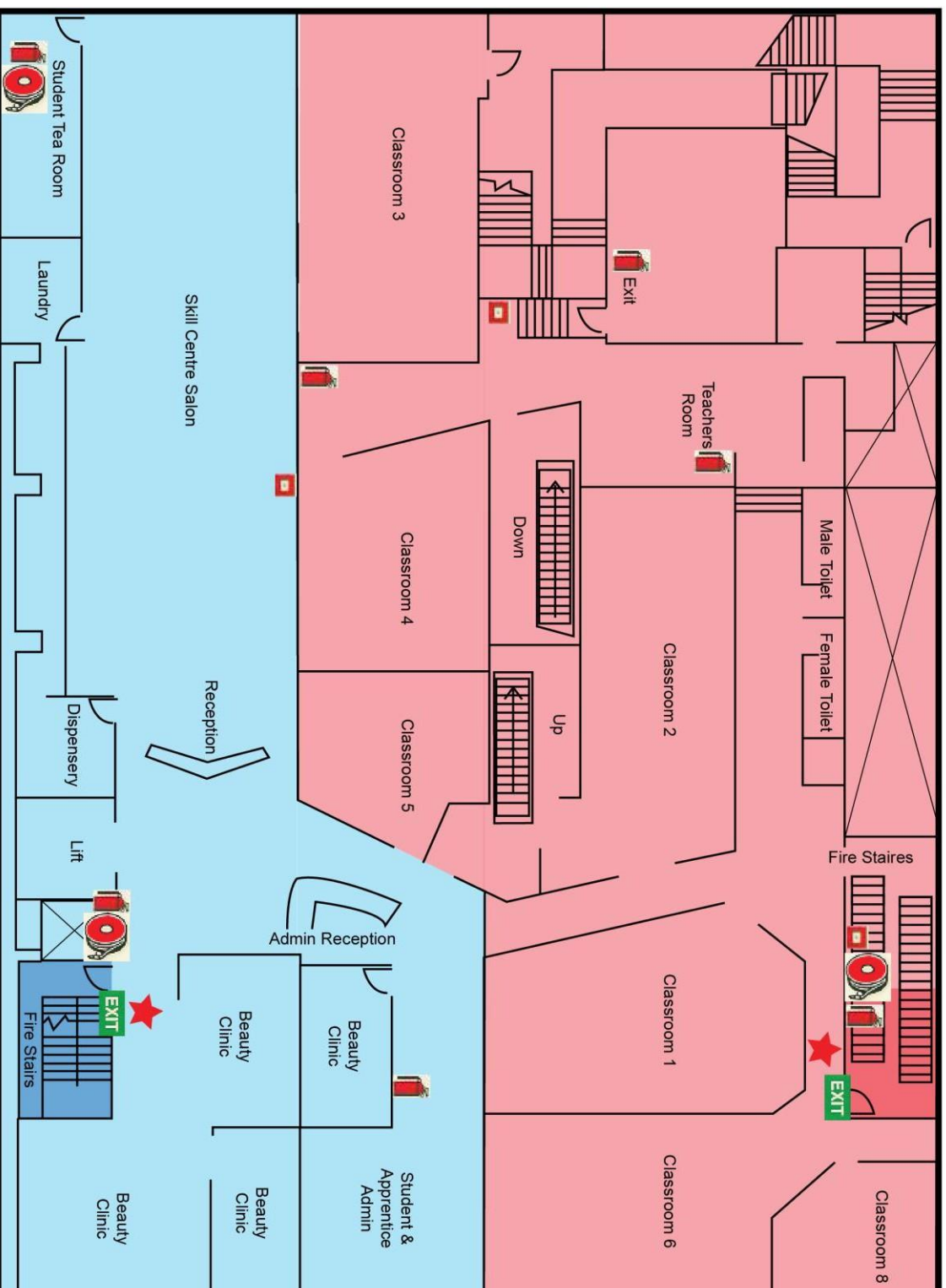
Make yourself familiar with evacuation plans for the School. Follow the instructions of the Yellow Hat Floor Warden.

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.

Burnett Lane

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



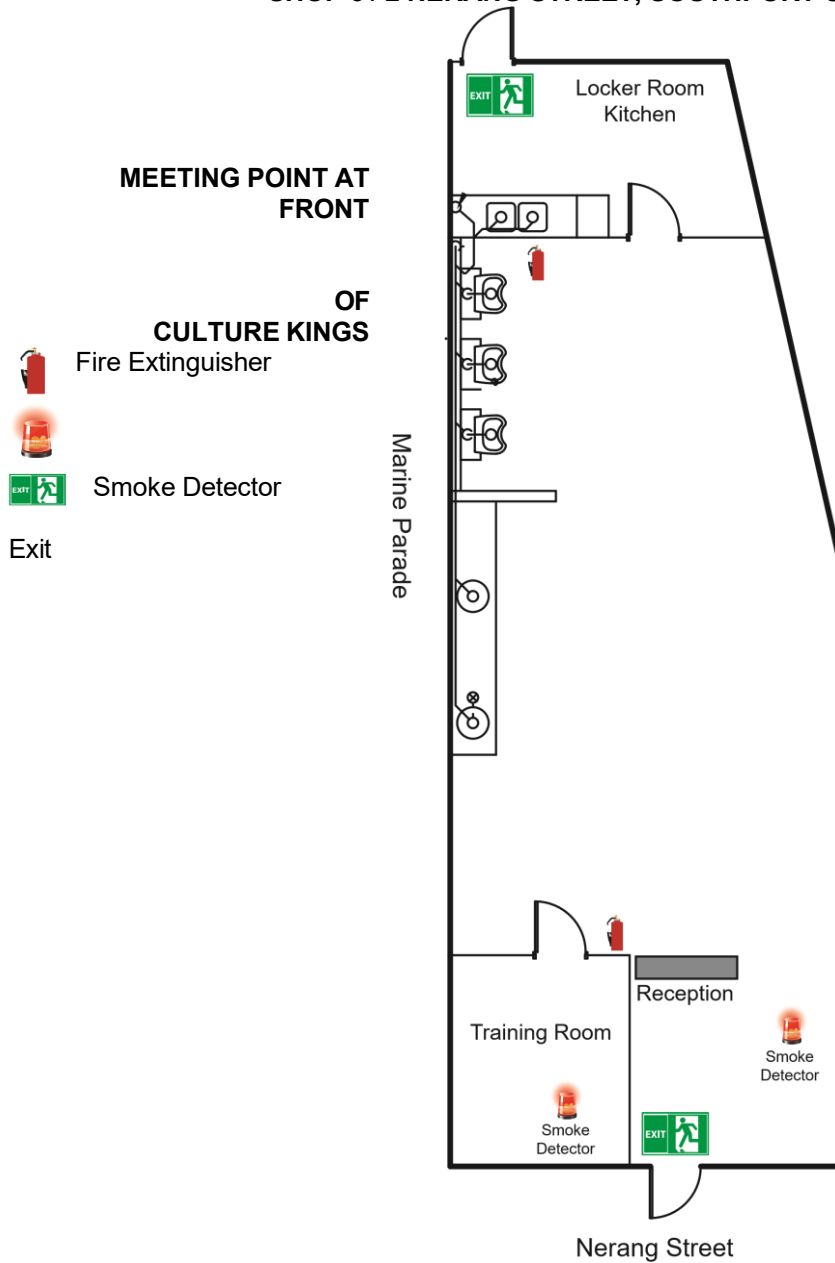
Adelaide Street

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.

FIRE AND 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
2. Move through emergency exits in single file. 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. As 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 until clearance is provided.
9. Personnel must go to their allocation assembly areas so that a roll call by the teacher and floor/ area warden 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 A 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 of each week, as the school does not supply loan equipment. Replacements can be purchased at the school shop.

You must supply the following:

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

You will be provided with certain goods for some Hairdressing and Barbering 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, AND REFUNDS

GENERAL FEES

Other fees are charged for items outside your Course Tuition fees. Please refer to the table below:

Re-issue of Certificate / Statement of Attainment	\$60.00
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
Re-enrollment	\$150.00
LLN Support and Tutoring	\$50.00 per hour

REFUND POLICY (INTERNATIONAL STUDENTS ONLY)

The following extract should be read together with full Withdrawal and Refund Policy available on www.brishair.com.au.

This refund policy does not remove the student's right to take further action under Australia's consumer protection laws. In addition, the School's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

1. Students must provide written notification where an application to study at the School is withdrawn or cancelled. Any request for refund must be forwarded in writing to the School via email addressed to the General Manager at vera@brishair.com.au.
2. Excluding situations mentioned in the *Defaults by the School* section below, the School will pay the refunds within 4 weeks after receiving from the student the written request for a refund with all the completed relevant supporting documents. A statement explaining how the refund was calculated will be provided.
3. Where a refund is due, only the tuition fees paid will be refunded and they will be calculated as per the refund schedule, less:
 - Any cost incurred to recruit the students (if applicable)
 - Any non-refundable fees.
4. Refunds will be paid to the student, unless written authorisation is given by the student in favour of another party.

No Refunds

No refund will be given for the following payments: Application Fees, accommodation placement fees, airport pick-up fees and placements (Note: Tuition fees are defined as fees directly related to the provision of the course), unless specified otherwise.

Student Default:

A student is not eligible for a refund in the event of a student default. Situations of student default include the following:

- The student fails to pay an amount he or she was liable to pay the School, directly or indirectly, in order to undertake the course;
- The student breaches a condition of his or her student visa;
- The student fails to start the course on the agreed start day or attend classes and fails to inform the School in writing;
- Misbehavior by the student; or
- The student withdraws from the course after the agreed start day.

Defaults by the School

1. Situations of the School in default include the following:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; and
- The student has not withdrawn before the default day

2. In the unlikely event that the School is unable to deliver the course in full, the School will notify the Tuition Protection Service (TPS) Director and Students within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.

3. The student will be offered a place in a suitable alternative course at the School or another provider, at no extra cost to ~~the student~~, or will be provided with a refund of **all unspent** Tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided. The refund will be paid directly to the student or another person who has been authorised by the student in writing.

4. The student has the right to choose whether to receive a refund of the unspent Tuition fees, or accept a place in another course at the School or at another provider.

5. If the School is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that the School is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. 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 Director.

Visa Refusal

Where a visa application is refused *before* commencement of the course, the amount is the lesser amount of:

- a) 5% of total course fee, or
- b) \$500, deducted from the amount of fees received.

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 School. However, the School 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 School 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 DHA of any student who cancels their enrolment or commencement date.

Compulsory OSHC 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.

Withdrawal from Course of Study

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 tuition fees paid + tool kit (if applicable)
4 weeks or less before course commencement	50% refund of tuition fees paid + tool kit (if applicable)

After commencement of course:

No refund

WITHDRAWAL AND REFUND (DOMESTIC STUDENTS ONLY)

The following extract should be read together with full Withdrawal & Refund Policy available on www.brishair.com.au.

This refund policy does not remove the student's right to take further action under Australia's consumer protection laws. In addition, the School's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

- If a student withdraws from a qualification 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 School for non-compliance of School rules.
- 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/deposit fee) or transferred to a future course.
- All withdrawals will be considered on a case by case basis.
- The scheduled commencement date, and the date of the Withdrawal Form becomes your enrolment period. Any calculations will be based on this enrolment period. At the School's discretion any final account will be calculated 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 see brishair.com.au for full details of Refund Policy and Fee Schedule.
- 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 the General Manager in writing via vera@brishair.com.au.
- Course fees are valued at a different rate to that of your payment plan. A significant portion of course fees is used during the beginning of the course, which includes intensive theory. Any refund requests are only considered under extenuating circumstances and will be calculated according to the applicable fee schedule. Once you begin an enrolment period you are obligated to pay the fees due as per the payment schedule.

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 4 months of training and at various times 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.

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 AND REFUND POLICY

If a student withdraws from any course after the scheduled commencement date, formal withdrawal must be communicated by completing a "Notification of Withdrawal Form" and will be liable to pay any balance of tuition fees outstanding as per the applicable fee schedule of the enrolled course.

NOTE: If you are taking advantage of a payment plan and you withdraw after commencement, e.g. 4 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.



FEE SCHEDULE

NB Course fees are valued at a different rate to that of your payment plan. Any refund requests are only considered under extenuating circumstances and will be calculated according to the tables below. Once you begin an enrolment period you are obligated to pay the full % of fees applicable for that period.

ENROLMENT PERIOD (Month or Term)	Cert II SALON ASSISTANT Fee For Service 3 days p/wk	Cert III HAIRDRESSING 3 days p/wk 97 weeks max.	Cert III BARBERING 3 days p/wk 60 weeks max.	Diploma Of SALON MANAGEMENT 3 days p/wk 35 weeks max/ 8 months
Deposit =	\$500	\$1000	\$1000	\$1300
1	30%	16%	16%	15%
2	30%	15%	15%	15%
3	30%	15%	15%	15%
4	10%	6%	10%	15%
5		6%	10%	15%
6		6%	10%	15%
7		3.6%	5%	10%
8		3.6%	5%	
9		3.6%	5%	
10		3.6%	3%	
11		3.6%	3%	
12		3.6%	3%	
13		3.6%		
14		3.6%		
15		1.8%		
16		1.8%		
17		1.8%		
18		1.8%		

PRIVACY POLICY

As a registered training organisation (RTO), the School collects the student's personal information to process and manage their enrolment in a VET course.

Under **the Privacy Act** the School is not allowed to give an individual's information to any other person except for administration purposes and as required by law. The student's personal information protected by the Privacy Act includes the student's name, address, and phone number, timetable and academic results.

HOW INFORMATION IS COLLECTED

The type of information collected and held by the School includes: personally identifiable information, including sensitive information, about students (and guardians, where a student is under 18 years of age) before, during and after the completion of training. Consent for student information is gained at application via the application and enrolment form.

Information may include:

- Student Name
- Current and previous address details
- Contact information
- Date of birth
- Gender
- Driver's License or other identification details
- Assessment results
- Passport information
- Relevant Visa (if applicable)
- File notes
- Records of previous training and qualifications
- Fee payment information, such as credit card details
- AVETMISS data
- Disability and special needs
- USI

Students are required to declare that they understood the School's use of personal information in the student agreement prior to enrolment.

Generally, information is provided to the School by the individuals themselves. Individuals provide personal information over the phone, in person, online, via email and by completing various forms, including:

- General Course Enquiry (via the School website or email)
- Online Enquiry (via the School website or email)
- Application for Enrolment Form (may also include Visa data if applicable)
- Application for Recognition of Prior Learning
- Application for Credit Transfer
- Student Request Form
- Assessment Task Submission
- Unit Assessment Record
- Working with Children Check (if applicable)
- National Police Check (if applicable)

In some situations, information could be provided to the School by a third party. Examples may include other RTOs and Education Agents.

HOW WE HOLD INFORMATION

Depending on the circumstances, we may hold individuals information in either hardcopy or electronic form, or both. Our student database is held in either hardcopy or electronic format.

HOW INFORMATION IS USED

The School only uses information for its intended purpose. We use the student's personal information to enable us to deliver vocational education and training (VET) courses to the students, and otherwise, as needed, to comply with our obligations as an RTO. This includes the following:

- For data reporting, such as –
 - the annual AVETMISS data collection
 - Quality indicator reporting (RTOs are required to collect and report their performance against the learner questionnaire and competency completion quality indicators to the Australian Skills Quality Authority).
- For internal purposes such as assessments policies, procedures and processes, risk management, program and assessment validation and moderation and staff training
- To identify, and inform individuals of transitioning of training packages or qualifications in which they may be enrolled.

STUDENT IDENTIFIER

Students who enrol in the School's course are required to submit their USI. The USI is also used when issuing Statements of Attainment and Certificates.

ASSESSMENT TASK SUBMISSION AND EXAMINATION

Upon submission of assessment tasks or when taking an exam students must indicate their name and student number as identification. Students are provided with a student number upon acceptance of their enrolment. In cases where students misplace their student number, they can request this information from Student Services. The School will ask for evidence of identity before distribution of this information.

DISCLOSURE (SHARING)

Information collected or held by the School will only be disclosed to third parties after written consent has been obtained by the individual or where required by law. This may include:

- The individual's authorised representative or legal advisors
- Government and Statutory Authorities where required by law
- National VET Regulator auditing purposes

The School will make all reasonable effort to secure and protect confidential information from unlawful disclosure. No personally identifiable information will be disclosed by the School without the consent of the individual(s) concerned.

The School is required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose student's personal information to the relevant state or territory training authority.

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

The NCVER will collect, hold, use and disclose the student's personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. The student's personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, you must contact the School.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

SURVEYS

Students may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Students may opt out of the survey at the time of being contacted.

CONTACT INFORMATION

At any time, student may contact the School by sending an email via info@academies.edu.au to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy policy and procedure.

ACCESS AND REQUESTS FOR INFORMATION CORRECTION

Individuals may request access to the personal information held and may also make requests to correct personal information if it is not accurate, up-to-date or complete. To protect the privacy of our students and the privacy of others, the School allows students to change their personal information in the Student Management System.

In rare circumstances, and only where it is permitted under the Privacy Act 1988 (Cth), we may not be able to provide individuals with access to information; for example, where it will have an unreasonable impact upon the privacy of others, where it relates to legal proceedings between us through which the information would not otherwise be available, where it would be prejudicial to negotiations, where we are required by law to withhold the information or where it would reveal information relating to our commercially sensitive decision making processes. If we are unable to provide individuals with access, we will provide an explanation in writing within five working days.

COMPLAINTS

Individuals may make a complaint about how their personal information is handled, without incurring a fee (refer to the contact details below for access to these services).

There are three stages in the complaint-handling process:

1. The complaint is made directly to the School in the first instance
2. The complaint may be taken to a recognised external dispute resolutions scheme (if applicable), and lastly
3. The complaint may be taken to the Office of the Australian Information Commissioner (OAIC).

Individuals can contact the School by phone, email, and drop into our office or send a request or complaint to the address below. The School undertakes to respond to the complainant within 10 working days. If the request or complaint takes longer to resolve, the School provides individuals with a date by which they can expect a response.

Contact Information

Phone +61 7 3229 2999
Email admin@brishair.com.au
Address UG Floor, Queen Adelaide Building, 90-112
Queen Street, Brisbane Q 4000
Website www.brishair.com.au

PROTECTING PERSONAL INFORMATION

To help protect the privacy of data and personal information that the School collects and retains, the School uses physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis.

All employees undergo privacy training that emphasises the importance of confidentiality and the maintenance of student/employer privacy and security of personal information. Access to personal information is restricted to employees who need it to provide benefits or services to students, also refer to 'How information is used' section of this policy.

WEBSITE

The School website may contain links to other websites. Please be aware that the School is not responsible for the privacy practices of such other sites. If individuals go to other websites, the School advises caution and to read the related site's privacy policy.

DIRECT MARKETING

The School practices ethical direct marketing. Where the School is permitted to use or disclose personal information for the purpose of direct marketing, it must always: allow an individual to request not to receive direct marketing communications (also known as 'opting out'), and comply with that request. The School will, on request, provide its source for an individual's personal information, unless it is impracticable or unreasonable to do so.

DATA BREACHES

Security is a basic element of information privacy. In Australia, this principle is reflected in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The School takes reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure.

Depending on the circumstances, those reasonable steps may include the implementation of a data breach procedures; notification of the individuals who are or may be affected by a data breach; and notification to the OAIC, may also be a reasonable step.

Appropriate security safeguards for personal information need to be considered across a range of areas. This includes maintaining physical security, computer and network security, communications security and personnel security. To meet information security obligations, the School undertakes the following activities:

- Privacy impact assessments – Evaluates, in a systemic way, the impact that a project (includes full range of activities and initiatives that may have privacy implications) might have on the privacy of individuals.

Privacy impact assessments are conducted in the planning and development stages of the project, and when changes to the project are being considered.

- Policy development – Reviews and updates the policy that implements measures, practices and procedures to reduce the identified risks to information security.
- Staff training – Trains staff and managers in security and fraud awareness, practices and procedures and codes of conduct.
- The responsible person or position – The Executive Director is the designated position within the organisation to deal with data breaches. This position has responsibility for establishing policy and procedures, training staff, coordinating reviews and audits and investigating and responding to breaches.

TRANSFER TO ANOTHER PROVIDER (AFTER COMMENCEMENT)

Under the National Code 2018, the School will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing 6 months of the principal course of study except where:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The original registered provider has granted the student's release;
- The original registered provider has had a sanction imposed on its registration by the Australian government or state or territory Government that prevents the student from continuing the principal course; or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Student wishing to transfer to another education provider must notify the School in writing by sending an email to Student Services at admin@brishair.com.au.

Students must complete 6 months of their principal course. This is the highest qualification course, therefore where a student is enrolled at one of the Schools as a pathway to a university, the School should not allow the student to transfer out of the School unless there are 'exceptional circumstances' (defined below) and after liaising with the relevant university. Students need to complete their pathway course with the School, and continue their degree studies at the relevant university.

Exceptional Circumstances include:

- Educational progression (academic) problems that cannot be addressed by the provider's resources.
- Student has to move his residence to another city/state.
- A medical circumstance that affects the student's performance in their current course and where the student can demonstrate it will not affect his performance in the intended new enrolment.

Subject to the above, an application for transfer on the grounds of exceptional circumstances may be demonstrated by providing sufficient detailed information with relevant supporting documentation to support the application, such as:

- i. a medical certification stating in reasonable detail the dates of any relevant consultations or attendances;
 - if relevant, the nature of the complaint and the treatment;
 - a specific statement that in the health care professional's opinion (not the student's opinion) that, as a result of the complaint or treatment, the student should be transferred.
- ii. a police report or statutory declaration.
- iii. other relevant supporting documentation

Supporting Documentation includes:

- Offer letter from the new registered provider.
- Statement of reasons why the student is seeking release or other documentation explaining reasons for release request.
- For a student who is under 18 years of age, written evidence that the student's parent or legal guardian supports the transfer and written confirmation from the proposed provider that they accept responsibility for approving the student accommodation, support and general welfare arrangements.
- Any evidence to support the information provided.

All documentation will be held in confidence and will be stored to ensure privacy.

GENERAL GUIDELINES

Applying to Transfer to Another Registered Provider does not preclude students from the requirement to enrol on time. Non-enrolment will not automatically result in approval of transfer. It will however result in the student being reported to the Department of Education, Skills and Employment and the DHA for failing to enrol.

CIRCUMSTANCES FOR GRANTING OR REFUSING A TRANSFER

To apply to transfer to another provider within the first 6 months of the Student's Principal Course, the student must apply for a release letter from the School.

GRANTING A TRANSFER

Students may be granted a release based on the following range of factors:

- if the course the student wishes to transfer to:
 - better meets the study capabilities of the student, or
 - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations.
- If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network).
- If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- If the student is to be reported to the Department of Education, Skills and Employment and the DHA because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the School's intervention strategies*.
- The School fails to deliver the course as outlined in the Offer Letter and Student Agreement.

*Remarks:

- a. The School reserves the right to refuse transfer requests from students who are not genuinely engaging with an intervention strategy with the intention of failing and being released.
- b. The School will report on the student's course progress even if the transfer request is granted.

A release should also be granted for a student where:

- a student can provide evidence that he or she was misled by the provider or an education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act; or
- an appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

REFUSING A TRANSFER

The School may refuse to grant a release letter based on the following range of factors:

- if the transfer may jeopardise the student's progression through a package of courses;
- if the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to the Department of Education, Skills and Employment and the DHA for failure to meet the provider's attendance or academic progress requirements.

EXCEPTION FOR OBTAINING A RELEASE FROM THE SCHOOL

No release is required where:

- the student has completed at least 6 calendar months' study in his or her Principal Course, or
- the student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the student's best interests; or
- the School has ceased to be registered or the program in which the student is enrolled has ceased to be registered; or
- the School has a sanction imposed on it that prevents the student from continuing his or her Principal Course.

ADDITIONAL STUDENT INFORMATION – APPRENTICESHIP PATHWAY

APPRENTICE TRAINING

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.

IN-SALON TRAINING

This is a choice that is popular to employers who offer extensive training/guidance in their salon. Our educators visit salons every four to five weeks. This mode relies on the apprentice being motivated to complete theory while having regular training from qualified senior stylists within their salon. Bi-annual block visits to School are required for practical training.

PART TIME AND 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

School 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 the School to arrange a spare place.

TEXTBOOK

We recommend the Professional Hairdressing Aust & NZ 2nd edition Textbook available from <https://www.cengagebrain.com.au/shop/isbn/978-0-17-041592-7>. The cost is approx \$140.00 plus delivery.

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).

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 DESBT 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.

Full exemption of Tuition fees will be allowed when:

An apprentice / trainee commences an apprenticeship /traineeship in a high priority qualification within 12 months of graduating Year 12.

A school-based apprentice / trainee will be exempt for the duration of their school-based apprenticeship or traineeship.

A school-based apprentice / trainee who has graduated Year 12 and has converted to either a full-time or part-time apprenticeship / traineeship in a high priority qualification will be exempt from Tuition fees.

Currently, free apprenticeships apply for under 25's – where the apprentice / trainee commenced/commences a high priority qualification.

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.

CODE OF CONDUCT

PROFESSIONAL CONDUCT FOR STUDENTS

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.