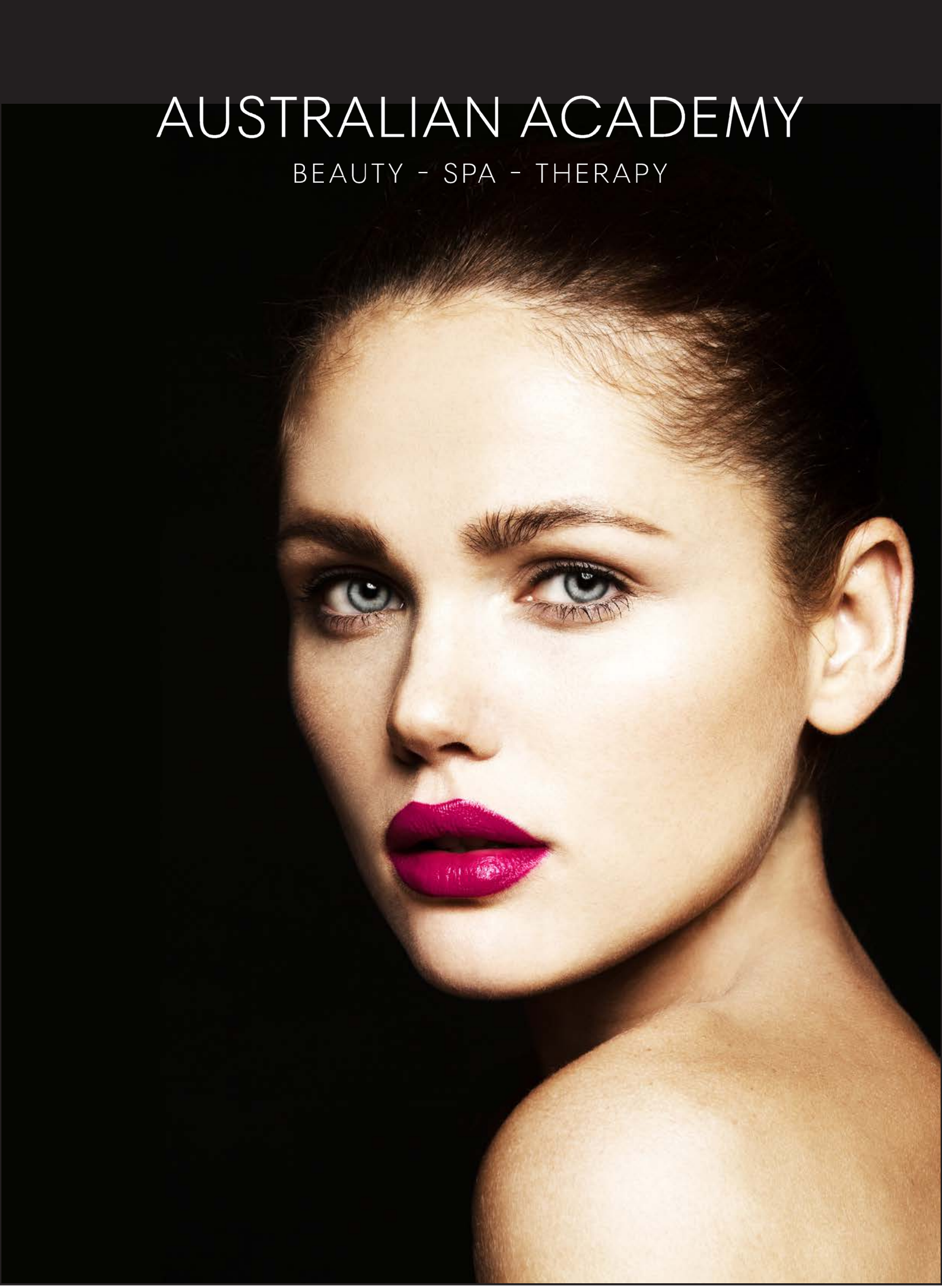
AUSTRALIAN ACADEMY

BEAUTY - SPA - THERAPY



www.australianacademyofbeautytherapy.com | Phone: 1300 277 785 Fax: 02 8765 1199

PROSPECTUS

CASTLE HILL/BELLA VISTA 24-32 Lexington Drive, Bella Vista 2153 Norwest Business Park, at M7, M4 Junction
CHATSWOOD, Shop 36 Lemongrove Centre 427 Victoria Ave, Chatswood 2057
KOGARAH Level 2, 684 Princes Highway, Kogarah 2217
NORTH STRATHFIELD Level 1, 18-22 George St North Strathfield 2137

www.australianacademyofbeautytherapy.com | Phone: 1300 277 785 Fax: 02 8765 1199

Emma's Secret Investments P/L RTO Provider No 90094

CONTACT US

Castle Hill/Bella Vista

Address: 28-32 Lexington Drive, Norwest Business Park, Bella Vista 2153 at the junction of M7 (Campbelltown students, M5, Rockdale southern students, M4 Penrith and Blue Mountains students and M2 northern area students)
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The contents of this prospectus can change without notice.

Please ensure you are familiar with latest version on enrolment.

COURSES

THE BEAUTY BUSINESS
SHB50115 **Diploma of Beauty Therapy**
SHB50216 **Diploma of Salon Management**

SHB50115 **Diploma of Beauty Therapy**

SHB40115 **Certificate IV in Beauty Therapy**

SIB70110 **Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction**

SHB50216 **Diploma of Salon Management**

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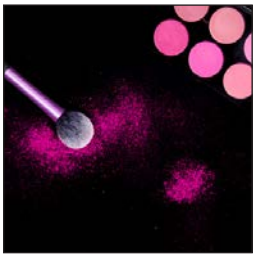

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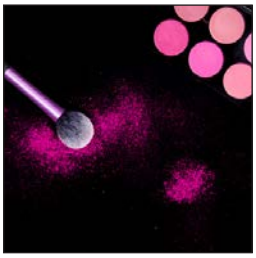

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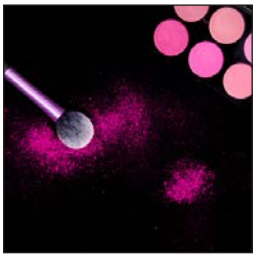
WELCOME



Welcome to The Australian Academy of Beauty and Spa Therapy.

The Academy has been training Australia's leading beauty therapists for over 37 years.

The Academy is a Registered Training organisation and delivers nationally accredited training courses.

The Academy is also accredited with City and Guilds London and students can gain an International Diploma in addition to their Australian Diploma.

The Australian Academy of Beauty and Spa therapy is recognised as one of Australia's finest beauty training colleges.

Our facilities are second to none. One of our major points of difference is our state of the art student day spa, where in addition to classroom training students practice on clients in a real work environment. This valuable experience ensures students are workplace ready at the end of their training.

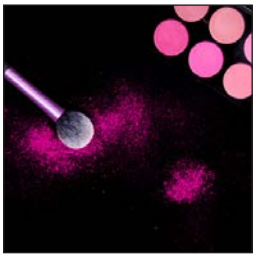
The Academy is able to offer VET Student Loans to eligible students. This government loan for the whole or part of the course is available to most students. (Please see criteria on page 76).

Delivering the latest SHB15 Hairdressing and Beauty Services training package, you will find SHB50115 Diploma of Beauty Therapy includes units such as micro-dermabrasion, hot stone massage, day spa treatments and advanced facial treatments ensuring you have the most up to date training possible.

SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction and SHB50216 Diploma in Salon Management are also available.

Small relaxed friendly classes, competency based assessments, beautiful modern facilities, the latest in equipment and teaching techniques and the latest fully accredited courses, give you the perfect basis for your exciting new career in beauty therapy!

ACCREDITATION



The Australian Academy of Beauty and Spa Therapy delivers SHB50115 Diploma of Beauty Therapy, SHB40115 Certificate IV in Beauty Therapy, SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction and SHB50216 Diploma of Salon Management from the nationally accredited SHB50216 Hairdressing and Beauty Services Training Package.

- VET Student Loans are available to qualifying Diploma students, those wishing to upgrade from Certificate IV to Diploma, those wishing to upgrade to the latest Diploma.
- Qualifications are recognised within the Australian Qualification Framework
- The Academy offers nationally recognised training
- The Academy is Austudy, Abstudy and Youth allowance approved for SHB40115 Certificate IV in Beauty Therapy, SHB50115 Diploma of Beauty Therapy, SHB50216 Diploma of Salon Management and SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction and able to issue student travel concessions on behalf of the transport department for full time students.
- The Academy offers International Accreditation through City and Guilds (London). City and Guilds is the main awarding body in the UK and their qualifications are recognised in over 100 countries. Over 70 UK universities recognise City and Guilds qualifications for entry into relevant degree courses. City and Guilds qualifications plus your Australian Diploma will recognise your achievements in not only the UK but over 100 other countries.
- The Academy is also a member of ACPET (Australian Council of Private Education and Training).
- Member of Australasian Spa Association
- The Academy has a pathway with Victorian University into their Bachelor of Dermal Sciences. Our graduates may receive up to 12 months credit towards this 4 year degree program.

Australian Qualifications Framework

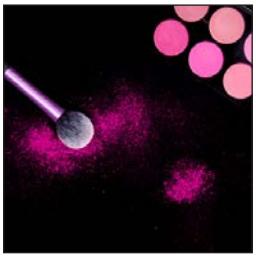
VICTORIA UNIVERSITY MELBOURNE AUSTRALIA

ACPET AUSTRALIAN COUNCIL FOR PRIVATE EDUCATION AND TRAINING

Nationally Recognised Training

City & Guilds

OUR POINTS OF DIFFERENCE

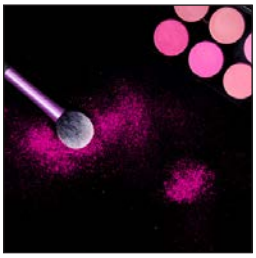


14 top reasons to choose the Australian Academy of Beauty and Spa Therapy

1. The Academy has been respected by industry as one of Australia's finest beauty training institutions for over 38 years.
2. VET Student Loans available to all qualifying Diploma students.
3. **You do not need** to find your own work experience. Our state of the art Student Spa provides all the practice you need on paying clients
4. **Government accredited Laser and IPL training** using leading technology
5. The **Beauty Business Program**, equipping you with a Double Diploma in both Beauty and Salon Management giving you the best possible chance of a management position or to successfully run your own business.
6. University Pathway for our Diploma graduates to study a Bachelor of Dermal Sciences with Victorian University
7. University pathway with Southern Cross university for Diploma of Salon Management graduates into Bachelor of Business in hospitality and tourism (put link)
8. Help starting your own business - franchises available. (link to urban spa franchise)
9. Help with job placement as our graduates are the first choice with many industry employers. We will also provide you with interview skills, resume writing and presentation skills to help prepare you for top industry positions
10. Austudy, Abstudy and Youth allowance approved (Diploma and Certificate courses).
11. 4 great loctaions close to public transport, Kogarah, Bella Vista, North Strathfield and Chatswood (maps link)
12. The most beautiful state of the art facilities in Australia.(link tour photos)
13. Small class sizes allowing our trainers to provide individual attention to students and mentor them so they can turn their dreams into reality.
14. Exceptional trainers , who are not only caring and nurturing, but also have the latest industry knowledge and qualifications to ensure every student's journey is the best year of their life.

THE BEAUTY BUSINESS

SHB50115 Diploma of Beauty Therapy
SHB50216 Diploma of Salon Management



The Beauty Business

Cost: $17,750

SHB50115 Diploma of Beauty Therapy $12,750
(Vet loan available for qualifying students for $10,000)

SHB50216 Diploma of Salon Management $5,000
(Vet loan available for qualifying students for $5,000)

The Beauty Business Course is the industry's ultimate beauty course and your passport to a successful career in this multi million dollar industry

There is a huge shortage of beauty therapists in Australia, and salon owners are particularly looking for therapists who are able to move into supervisor and manager positions.

Unfortunately whilst graduates have great beauty therapy skills, most do not have the required management skills.

Industry has talked to us, we have listened!

We have worked with industry and developed this world class curriculum, combining beauty therapy with essential businesses expertise to equip students to run a successful business.

The Beauty Business program incorporates the SHB50115 Diploma of Beauty Therapy combined with SHB50216 The Diploma of Salon Management.

Both are completed simultaneously, and completed within 12 months. The practical aspects of salon management, leading staff etc, are completed in our student clinic in combination with normal beauty tasks.

Having both Diplomas will significantly increase your career prospects for beauty therapy jobs in Australia.

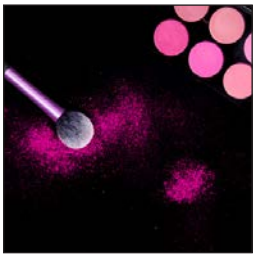
Course Content:

All Diploma of Therapy Units - see page 11

All Diploma of Salon Management Units - see page 27

PROGRAMS OFFERED

SHB50115 Diploma of Beauty Therapy
Unit Content



Cost: $15,750 **(VET Student Loan available to eligible students for $10,000).**

This qualification provides the skills and knowledge for an individual to be competent in a broad range of beauty treatments and work as a skilled therapist involving self-directed application of knowledge and personal responsibility in performing complex technical operations. It is the most sought after beauty qualification.

Available 3 days a week (48 weeks) or 2 evenings a week (18 months) or by distance learning (48 weeks) with practical workshops (see attendance choices for further details).

Home study hours are also required.

Includes all supplies, all learner workbooks, notes and log book.

SHB15 Hairdressing and Beauty Services Training Package requires students to study a total of 25 units for the Diploma of Beauty Therapy.

Core Units

SHBBBOS002	Provide body massages
SHBBBOS003	Provide body treatments
SHBBFAS001	Provide lash and brow services
SHBBFAS002	Provide facial treatments and skin care recommendations
SHBBFAS003	Provide specialised facial treatments
SHBBHRS001	Provide waxing services
SHBBMUP002	Design and apply make-up
SHBBNLS001	Provide manicure and pedicare services
SHBBRES001	Research and apply beauty industry information
SHBXCCS001	Conduct salon financial transactions
SHBXCCS002	Provide salon services to clients
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXWHS001	Apply safe hygiene, health and work practices

Spa Units

SHBBBOS004	Provide aromatherapy massages
SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments
SHBBSPA001	Work in a spa therapies framework
SHBBSPA002	Provide spa therapies
SHBBSPA003	Provide stone therapy massages
SHBBSPA004	Provide Indian head massages for relaxation

General Electives

SHBBHRS002	Provide female intimate waxing services
SHBBINF001	Maintain infection control standards
SHBBMUP003	Design and apply make-up for photography
SHBBMUP004	Design and apply remedial camouflage make-up
SHBBSKS005	Provide micro-dermabrasion treatments
SHBBBOS001	Apply cosmetic tanning products

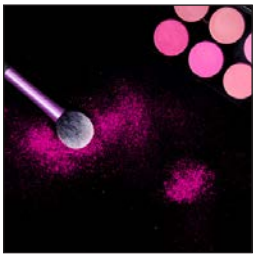
PROGRAMS OFFERED

SHB50115 Diploma of Beauty Therapy
Unit Content

Health & Safety in the Workplace

SHBXWHS001 Apply Safe Hygiene, Health and Work Practices
SHBBINF001 Maintain Infection Control Standards

- Establishing and maintaining a safe and clean welcoming and professional work environment
- Assessing risks. Training staff. Developing safety policies
- Work safe Australia and workplace health and safety
- Emergency procedures
- Skin Penetration Act - Heath & Hygiene Regulations



Workplace Communications for the Beauty Therapist

SHBXCCS002 Provide Salon Services to Clients
SHBXIND001 Comply with Organisational Requirements within a Personal Services Environment

- Telephone answering and reception duties, taking appointments
- Client relations, welcoming clients
- Handling complaints and difficult clients
- Relations with colleagues, teamwork, lines of communications
- Identifying and avoiding conflict
- Professional behaviour, professional dress

Client Consultation, Diagnosis and Facial Treatment

SHBBFAS002 Provide Facial Treatments and Skincare Recommendations
SHBBFAS003 Provide Specialised Facial Treatments

- Determine client's requirements, analyze client characteristics
- Identify contra-indications, determine treatment plan
- Professional skin diagnosis using diagnostic equipment
- Preparation of client, treatment area and self
- Treatment of skin disorders such as sun damage, acne, allergic, dehydrated, pigmented, weak, clogged, sun damage couperose, mild rosacea, seborrhoea, mature
- The use of associated professional equipment such as vapour mist, vac suction exfoliating techniques including Alpha Hydroxyacids, dry peeling techniques
- The use of advanced electrical equipment in facial procedures, particularly vapourzone, ozone, vac suction, high frequency, galvanic, including desincrustation and iontophoresis, and microcurrent
- Facial massage including aromatherapy techniques
- Lymphatic drainage
- Mask application and heat masks
- What to look for in choosing a mask
- Advising on home and further treatments

SHBBSKS005 Provide Micro Dermabrasion Treatments

- Establish client priorities and analyse skin
- Identify contraindications and adjust treatment accordingly
- Design, prepare and perform Microdermabrasion treatment

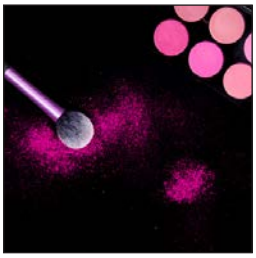
PROGRAMS OFFERED

SHB50115 Diploma of Beauty Therapy
Unit Content

Eyelash and Eyebrow Treatments

SHBBFAS001 Provide Lash & Brow Services

- Theory of eyelash and eyebrow tinting including contra-indications
- Preparation of client
- Practical application of eyelash and eyebrow tint
- Eyebrow shaping, waxing and tweezing methods
- Application of false eyelashes
- Eyelash perming



Manicure and Pedicure Procedures

SHBBNLS001 Provide Manicure and Pedicare Services

- Preparation of client
- Professional deluxe manicure techniques
- French manicure techniques
- Professional deluxe pedicures
- Professional hand and foot massages techniques
- Introduction to reflexology foot massage techniques
- Intensive treatments of feet and hands particularly for sun damage and dehydration
- Structure of nail and nail diseases
- Anatomy and physiology of hands and feet. (Bones, muscles, nerves etc)

Face and Body Waxing

SHBBHRS001 Provide Waxing Services
SHBBHRS002 Provide Female Intimate Waxing Services

- Theory of hair removal including contra-indications
- Preparing client
- Practical waxing techniques using hot and strip wax
- The latest roll-on disposable wax cartridges methods taught
- Leg, bikini, Brazilian, under-arm, brow and facial waxing
- Men's back, shoulder & chest techniques
- Performing bleaching treatments

Body Massage

SHBBBOS002 Provide Body Massages
SHBBBOS003 Provide Body Treatments

- Assess client requirements
- Perform Swedish body massage techniques
- Provide electrical body treatments

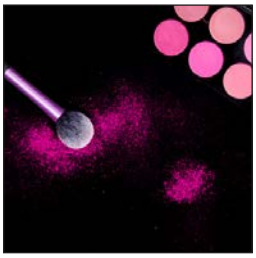
PROGRAMS OFFERED

SHB50115 Diploma of Beauty Therapy
Unit Content

Spa Treatments Specialisation

SHBBSPA001 Work in a Spa Therapies Framework
SHBBSPA002 Provide Spa Therapies
SHBBSPA003 Provide Stone Therapy Massages
SHBBSPA004 Provide Indian Head Massages for Relaxation

- Prepare client and work area
- Assess client requirements, plan program
- Use of specialised body equipment including wet bed, steam tent
- Salt scrubs
- Honey and almond body scrubs and vapor treatments
- Seaweed body wraps
- Detoxifying clay treatments
- Stone therapy massage incorporating lomi lomi Hawaiin massage
- Spray tanning



Aromatherapy

SHBBBOS004 Provide Aromatherapy Massages
SHBBCCS002 Prepare Personalised Aromatic Plant Oil Blends for Beauty Treatments

- Essential oils, contra-indications, history of essential oil usage, carrier oils
- Blending of oils
- Preparation of work area
- Health & hygiene requirements
- Salon procedures
- Treatment planning and client consultation
- Selecting and blending of oils
- Contraindications
- Massage techniques

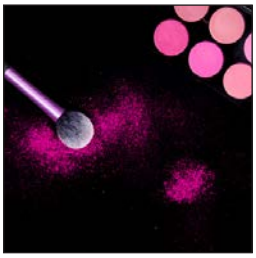
Makeup for The Beauty Therapist

SHBBMUP002 Design & Apply Make-up
SHBBMUP003 Design and Apply Make-up for Photography
SHBBMUP004 Design and Apply Remedial Camoflage Make Up

- Colour psychology
- Colour coding. How to determine a clients perfect colours in clothing and make-up
- Characteristics of the four colour ranges: Spring, Summer, Autumn and Winter
- Theory of makeup
- Client preparation
- Client face analysis
- Application of make-up for brides, special occasions, and photographic needs.
- Remedial camouflage makeup techniques

TRAINING DELIVERY

The Beauty Business (Double Diploma)
SHB50115 Diploma of Beauty Therapy
Full-Time Day



Our training and assessment strategies and practices, including the amount of training we provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

We take into account the existing skills knowledge and experience of the students

We have various modes of delivery including full-time in the day, part-time in the evening and online/distance learning combined with practical to suit a variety of student needs.

The Academy also has close contact with industry to ensure our training is up to date and relevant to current industry practices

Face to Face

Available at Chatswood, Kogarah, Bella Vista, North Strathfield

Day classes are held three days a week from 9am – 4.30pm. Once you start clinic, hours are 9am – 5pm. You may choose Monday, Tuesday, Wednesday; Wednesday, Thursday, Friday or Thursday, Friday, Saturday. When you progress into clinic, your days will be the same as your class days were. Course is completed within 12 months.

Additional hours are required for home study, research and underpinning knowledge assessment. These hours will vary according to students requirements.

The first 6 months are spent in the classroom environment, completing all theory and classroom practical requirements of the course. Electives are covered during this period. Students are also prepared for their clinic practical by being able to bring family and friends to certain practical workshop days.

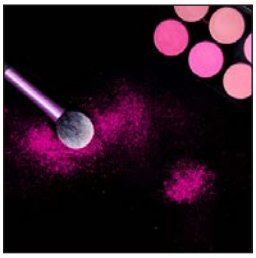
At the end of 6 months, the same 3 days are spent in our own professional Day Spa or an Urban Spa skin care centre for a further 6 months to ensure what you have learnt in the classroom is applied to industry standards in the real work environment (structured workplace learning).

During this time several units pertaining to on-the-job skills, e.g. communicate with customers, are delivered and a formal lesson is held each day to revise other units and their performance at workplace level.

NOTE: Structured workplace learning is not paid and is part of a student's training requirements. Students are permitted to obtain work experience in other salons but only in addition to The Academy clinic requirements. 400 hours of clinic time at the The Academy, or an Urban Spa salon (with Principal's permission) must be completed before graduation.

TRAINING DELIVERY

The Beauty Business (Double Diploma)
SHB50115 Diploma of Beauty Therapy
Part-Time Evening



Face to Face Evening Classes

Available at Chatswood, Kogarah, Bella Vista, North Strathfield

Evening classes are from 6pm to 9pm 2 evenings a week for 18 months. The first 6 months are in the classroom then the last 6 months is practical work in student clinic.

PLUS

One webinar on a third evening, normally on a Wednesday evening for MT girls and on a Tuesday evening for WT girls for 12 months

PLUS

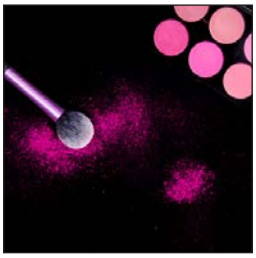
Full day a week work experience normally a Saturday starts after first 6 months

PLUS

Additional hours are required for home study, research and underpinning knowledge assessment. These hours will vary according to students requirements.

TRAINING DELIVERY

The Beauty Business (Double Diploma)
SHB50115 Diploma of Beauty Therapy
Distance Learning



It is possible to study SHB50115 Diploma of Beauty Therapy, or the Double Diploma SHB50115 Diploma of Beauty Therapy, SHB50216 Diploma of Salon Management by distance learning. Classes are held at Bella Vista and North Strathfield.

Our distance learning program is particularly suitable for those students living in country areas or need the flexibility of studying remotely rather than attending college.

The course is studied over 12 months with a combination of:

- Weekly webinar for theory content with your trainer
- 4 x 4 day practical workshops throughout the year at either Bella Vista or North Strathfield
- 150 hours salon placement
- 250 hours practicing on family and friends
- (Note the 400 hours can be completed at our closest student spa if at all possible)
- Self-paced study and research.

Our Moodle student learning portal provides students with an interactive approach to blended learning. Students can access the theory components and learning materials online which include videos and PowerPoints.

You access your assignments online, and your Trainer will mark them electronically. You can view your records and grades easily at any time.

You will receive personal attention and one on one support from your Trainer who will guide you through all aspects of the course and be in constant contact.

You attend 4 x 4 day workshops that are held at the end of February, May, August and November each year which is where you learn the practical aspects of the course.

At the completion of each workshop you will practice what you have learnt in a previously approved salon where you will gain the practical skills you need to become a successful and highly regarded Beauty Therapist.

You will also be given kits for most practical units (see prospectus for list).

Please read our Prospectus and Distance Student Handbook for further details.

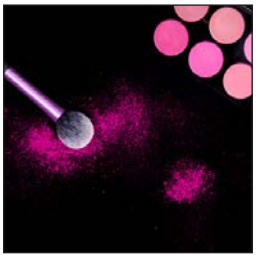
Are my qualifications the same as coming to full time study?

You will have your final practical assessments with our college assessors and will graduate with the same qualifications as our full time students. Average timeframe to complete the course by distance learning is 12-18 months.

The distance learning course commences at the beginning of February, May, August and November each year.

TRAINING DELIVERY

The Beauty Business (Double Diploma)
SHB50115 Diploma of Beauty Therapy
Distance Learning



When Can I Start?

You can start this course anytime, by starting the units with the practical workshop approx 3 months after starting theory.

Support

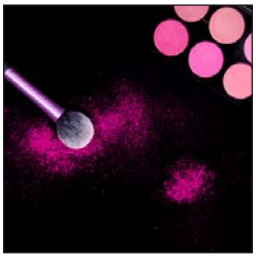
The Academy has a full range of education support and learning services and resources to ensure all students are able to meet student needs. Items such as Prospectus, Student Handbook, assessments, unit resources are all stored on Moodle for easy access at all times.

At enrolment and during the course student needs are evaluated and advice or help is provided when necessary. This may include advice on where to go for English language assistance or LLN needs, help with computer issues or medical and health issues that may affect study.

The Academy has state-of-the-art facilities and equipment at each location including dedicated laser training rooms, student spa, practical classrooms, theory rooms etc. Additional support includes a weekly webinar where your theory assessment is reviewed, questions answered and support provided, a fortnightly phone meeting with your trainer, again making sure you have no problems or issues. You can also email your trainer at any time and she will respond to you within 24 hours. Once in the workplace your employer will also receive a monthly call from your trainer ensuring everything is running smoothly and they understand their responsibilities to provide third party reports.

DISTANCE LEARNING

Products and Tools for Online Students



Subject Kit: WAX KIT **RRP** $258.90

Inclusions:

- Lycon Double wax heater
- 1 Lycon Strip wax
- 2 Lycon hot wax
- 1 pkt wax applicators
- 1 pkt 250 non woven wax strips
- Lycon pre wax oil
- Lycon post wax oil
- Lycon wax solvent
- Lycon tea tree soothe
- Lycon Lycotane pre wax cleanser
- Lycon tweezers
- 1 box lycon gloves
- 1 pkt disposable aprons
- 10 disposable g strings

Subject Kit: MANICURE/PEDICURE KIT **RRP** $795.65

Inclusions:

- 10 nail files
- 1 nail buffer
- 1 nail brush
- 10 orange wood sticks
- Acetone polish remover
- 10 pedi paddles
- 1 Urban Spa BODY SILK retail
- 1 Urban Spa PEDI SPA
- 1 Manicure bowl
- Nail clippers
- 1 polish (base coat)
- 1 polish top coat
- 1 RED nail polish
- Cuticle conditioner
- 1 French (pink) nail polish
- 1 French (white) tip nail polish

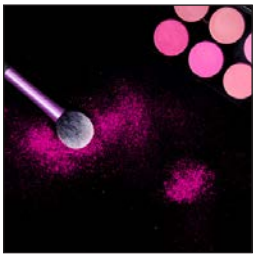
DISTANCE LEARNING

Products and Tools for Online Students

Subject Kit: MASSAGE KIT **RRP** $86.95

Inclusions:

- Lavender essential oil
- Coconut essential oil
- 500 ml massage oil
- 2 hot stones



Subject Kit: LASH & BROW KIT **RRP** $76.85

Inclusions

- 1 blue/black tint
- 1 black tint
- 1 natural brown tint
- 1 graphite tint
- 1 peroxide
- 1 glass tint mixing dish

Subject Kit: MISCELLENANEOUS **RRP** $89.95

Inclusions

- 1 Student LOGBOOK

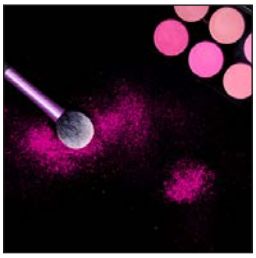
Subject Kit: FACIAL KIT **RRP** $874.95

Inclusions

- 1 Woods Facial Analysis Lamp
- 1 Urban Spa Product Manual
- 1 Urban Spa Eye & Lip Cleanser
- 1 Urban Spa Clarity Cleanser
- 1 Urban Spa Harmony Cleanser
- 1 Urban Spa Gentle Exfoliant
- 1 Urban Spa Glycolic Serum Peel
- 1 Urban Spa Blackhead Treatment
- 1 Urban Spa Clarity Mask
- 1 Urban Spa Harmony Rose Mask
- 1 Urban Spa Antioxidant Serum
- 1 Urban Spa Clarity Moisturiser
- 1 Urban Spa Harmony Moisturiser
- 1 Urban Spa Eyecream

DISTANCE LEARNING

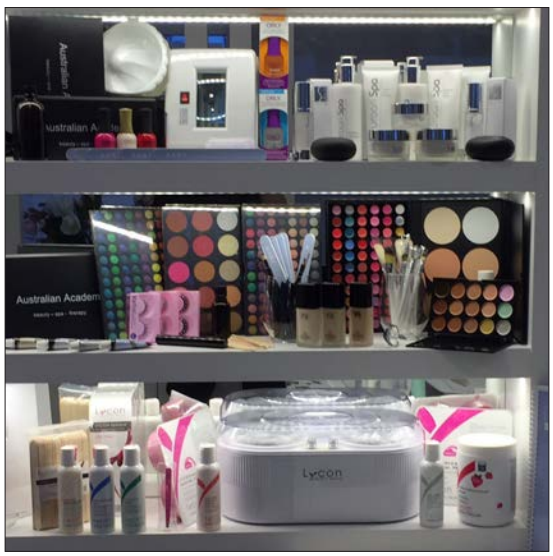
Products and Tools for Online Students



Subject Kit: MAKE UP KIT **RRP** $590.80

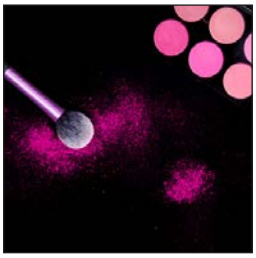
Inclusions

- 1 make up brush set
- Eyelash curler
- False lashes
- 1 pkt disposable mascara wands
- 1 pkt disposable lip wands
- Eyeshadow makeup palette
- Blush makeup palette
- Corrective palette
- 1 light foundation
- 1 medium foundation
- 1 dark foundation
- 1 setting powder palette
- 1 lip palette
- Black eyeliner
- Brown eyeliner
- Red lipliner
- Pink lipliner
- Nude lipliner
- Black mascara



COURSES

SHB50216 Diploma of Salon Management



Cost: $5,000 (Vet Student Loan available for full cost)

Are you wanting to own or manage a salon?

The beauty industry is a multi million dollar industry and one of the fastest growing industries in the world. There is a huge shortage of supervisors and managers in salons and spas.

This Diploma will give you a strong competitive advantage over your peers for an industry management role.

This qualification reflects the role of senior managers and small business owners of personal services businesses. They are responsible for coordinating the day-to-day operation of the business and for planning, monitoring and evaluating the work of the team. Salon managers also operate with significant autonomy to make strategic business management decisions.

This qualification provides a pathway to work as a salon manager in any type of personal services business including hairdressing or beauty salons, barber shops and spas.

Delivery is a combination of online theory and trainer webinars and practical application in our Student Spa or your workplace. If your practical work be external you will be required to attend the Student Spa at least three times for practical assessments. In addition you will be required to do home research and assessment activities and self paced learning for approximately 18 hours a week over 36 weeks.

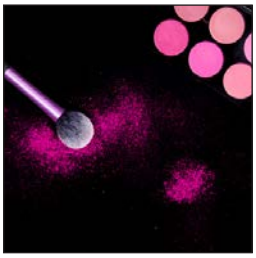
Classes are held at Bella Vista, Kogarah, North Strathfield and Chatswood.

There are 10 units in the Diploma of Salon Management

BSBHRM404	Review human resource functions
BSBHRM506	Management recruitment selection and induction processes
BSBSUS501	Develop workplace policy and procedures for sustainability
SHBXPSM001	Lead teams in a personal services environment
SHBXPSM002	Manage treatment services and sales delivery
SHBXPSM003	Promote a personal services business
BSBSM404	Undertake small business planning
SHBXWHS002	Provide a safe work environment
BSBSMB403	Market the small business
BSBFRA402	Establish a franchise

ENTRY REQUIREMENTS

- The Beauty Business (Double Diploma)
- SHB50115 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



Academic suitability requirements

To undertake an Approved Course a Student must be academically suited.

A Student is academically suited when:

- The Student has met The Australian Academy of Beauty and Spa Therapy's entry requirements for the Approved Course (set out above); and
- The Australian Academy of Beauty and Spa Therapy believes on reasonable grounds that the Student is academically suited to undertake the Approved Course; and
- The Student satisfies one of the following requirements:
    - The Australian Academy of Beauty and Spa Therapy obtains a copy of a Senior Secondary Certificate of Education that has been awarded to the Student by an agency or authority of a State or Territory for the student's completion of Year 12; or
    - The Student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy using an approved assessment tool, and The Australian Academy of Beauty and Spa Therapy reasonably believes that the Student displays that competence; or
    - The Australian Academy of Beauty and Spa Therapy obtains a copy of a certificate that a qualification at level 4 or above in the Australian Qualifications Framework has been awarded to the Student, and the course for the qualification was delivered in English.

If a Student does not have a Senior Secondary Certificate of Education or certificate of a qualification at level 4 or above (delivered in English) then The Australian Academy of Beauty and Spa Therapy will assess the Student's competence at or above Exit Level 3 in the ACSF reading and numeracy using the Core Skills Profile for Adults (CSPA). This process will be conducted with honesty and integrity.

If a student is required to be assessed using the LLN tool, you will be emailed the procedure to access this tool prior to enrolment confirmation. You will also be advised of a support person should you need clarification on any matter. Results of the testing will be emailed to you as soon as practicable after the assessment

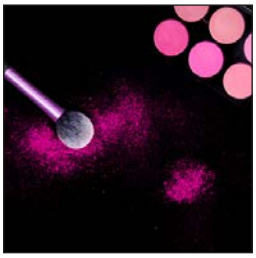
Your results will be downloaded by our staff and you will be informed of the results as soon as practicable after the assessment. The Secretary of the Department of education may obtain these results upon request. These results are retained for at least 5 years in our Wisenet management system. The test has two parts:

- **Reading tasks** are based on a broad range of texts designed or chosen for their authenticity and relevance to the lives of adult students.

  Reading questions are presented to students in a simulated online reading environment. A split screen is used to allow a dedicated area for each text, with questions located in a separate screen opposite.

ENTRY REQUIREMENTS

- The Beauty Business (Double Diploma)
- SHB50115 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management



- **Numeracy**

  The CSPA numeracy assessment provide diagnostic feedback on the learner's performance in the focus areas of:

  - Problem solving
  - Number and algebra
  - Measurement and geometry
  - Statistics and probability

The test must be conducted with honesty and integrity.

Other requirements

All prospective students are to have a one on one interview with the CEO of The Academy or another senior manager. This is to ensure prospective students display a real interest in the course, and understand the commitments of the course.

A high standard of grooming and a caring nurturing personality are other requirements to being a successful beauty therapist.

HLTAID003 Provide first aid must be completed before starting practical part of course.

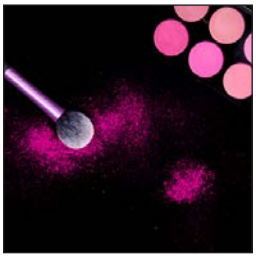
Distance students must be able to video practical work and provide to trainer for assessment purposes.

Students to supply

- Notebook, stationery for class
- Laptop, or ipad recommended for class but not essential
- Computer and internet required at home for research and theory assessments
- Unique email address
- Uniform (cost $135)
- Closed in flat rubber soled shoes

COURSES

SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction



Cost: $7,500 (Not eligible for VET Student Loans at this stage)

Our graduate certificate is especially designed for therapists wishing to become fully qualified laser hair technicians. Our student laser clinic provides unparallel training work experience on paying clients to ensure you are industry ready.

You will be working with cutting edge technology, Candela, Palomar, and Adena equipment, giving you the competitive edge and setting you apart from your peers.

This qualification reflects the role of individuals who have specialised knowledge to design and safely apply IPL and laser to reduce unwanted hair on face and body and to rejuvenate the skin.

Classes are held at Bella Vista, Kogarah, North Strathfield and Chatswood.

To cater for individual needs, we have a range of attendance options:

- 5 full days straight
- 1 day a week over 5 weeks
- 2 evenings a week over 5 weeks
- Plus 200 hours in our student clinic practicing what has been learnt in class under the guidance of our fully qualified laser trainers and assessors.
- We train on Candela, Palomar, Emerge and Adena machinery.
- Home study and research is also required.
- Course timeframe 6 months

Occasionally students may be offered an internship or position with a respected laser clinic at the completion of their theory component. This will be possible with The Academy's approval, but students are still required to attend the student clinic on at least 3 different occasions during this time for formative, practical assessment.

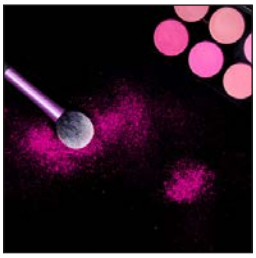
To achieve SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction the following must be completed:

- All 5 core units

HLTIN402B	Maintain Infection Control Standards in Office Practice Settings
SIBBHRS705A	Apply Intense Pulsed Light and Laser Safety Protocols
SIBBHRS706A	Design Intense Pulsed Light and Laser Hair Reduction Treatment Programs
SIBBHRS707A	Provide Intense Pulsed Light and Laser Hair Reduction Treatments
SIBBRES702A	Investigate Developments in Cosmetic Treatments Using Light or Laser Systems

ENTRY REQUIREMENTS

SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction



Academic suitability

A student must be academically suited to undertake their course of study.

A student is academically suited if:

(a) the student provides a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12; or

(b) both:

(i) The student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an approved LLN assessment tool. Note The Australian Academy of beauty Therapy uses the Core Skills profile for Adults (CSPA) tool from ACER; and

(ii) The Academy reasonably believes the student displays that competence; or

(c) both:

(i) The Academy obtains a copy of a certificate (however described) that a qualification at level 4 or above in the Australian Qualifications Framework has been awarded to the student; and

(ii) The course for the qualification was delivered in English.

(d) If a student is required to be assessed using the LLN tool, you will be emailed the procedure to access this tool prior to enrolment confirmation. You will also be advised of a support person should you need clarification on any matter. Results of the testing will be emailed to you as soon as practicable after the assessment

(e) Your results will be downloaded by our staff and you will be informed of the results as soon as practicable after the assessment. The Secretary of the Department of education may obtain these results upon request. These results are retained for at least 5 years in our Wisenet management system. The test has two parts:

- **Reading tasks** are based on a broad range of texts designed or chosen for their authenticity and relevance to the lives of adult students.

  Reading questions are presented to students in a simulated online reading environment.
  A split screen is used to allow a dedicated area for each text, with questions located in a separate screen opposite.

- **Numeracy**

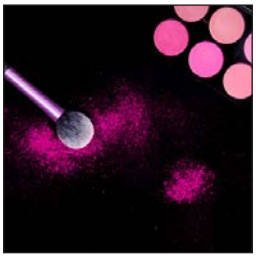
  The CSPA numeracy assessment provide diagnostic feedback on the learner's performance in the focus areas of:

  - Problem solving
  - Number and algebra
  - Measurement and geometry
  - Statistics and probability

  The test must be conducted with honesty and integrity.

ENTRY REQUIREMENTS

SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction

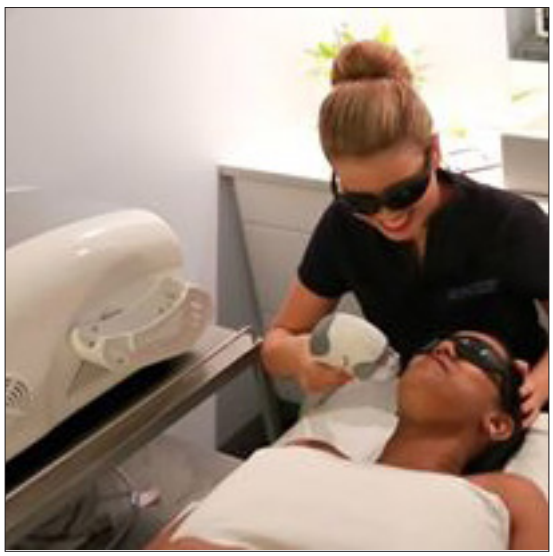


Other requirements

- Diploma of Beauty Therapy or a relevant qualification at diploma level or above in medical health, including the study of human biology, anatomy and physiology, and significant and relevant vocational experience as a beauty therapist with a primary focus on providing facial services, skin services and hair reduction services.
  or
- Evidence of significant and relevant vocational experience relating to the application of human biology, anatomy and physiology knowledge in their respective field.
- All prospective students are to have a one on one interview with the CEO of The Academy or another senior manager. This is to ensure prospective students display a real interest in the course, and understand the commitments of the course.
- A high standard of grooming and a caring nurturing personality are other requirements to being a successful laser therapist.
- HLTAID003 Provide first aid must be completed before starting practical part of course.

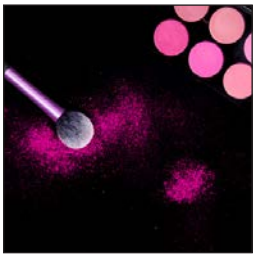
Students to supply

- Notebook, stationery for class
- Laptop, or ipad recommended for class but not essential
- Computer and internet required at home for research and theory assessments
- Unique email address
- Uniform (cost $135)
- Closed in flat rubber soled shoes



COURSES

SHB40115 Certificate IV in Beauty Therapy



Cost: $14,750

$2,000 through Apprenticeship scheme

This qualification reflects the role of individuals who work as beauty therapists to provide a range of beauty therapy treatments and services including lash and brow treatments, nail services, make-up, massage and waxing. They communicate with clients to recommend treatments and services and sell retail skin care and cosmetics. It is suitable for an Australian Apprenticeship pathway.

Available 3 days a week, 2 evenings a week or by distance learning with practical workshops. One day a week for the apprenticeship program. Over 12 months. Includes uniform, learners' workbooks and notes and all classroom supplies.

Student entry

A student must be academically suited to undertake the course of study. This will be assessed at an interview prior to enrolment and the student should display skills in reading and numeracy in line with course and job requirements. The student must also display a strong commitment to the course and display a high standard of grooming and a caring and nurturing personality.

Students will be required to have a unique email address and a computer for theory assessments.

To enrol for Smart and Skilled funding you need to meet certain additional conditions. To check if you are eligible, please visit the eligibility checker on the Smart and Skilled website: http://smartandskilled.nsw.gov.au/are-you-eligible.

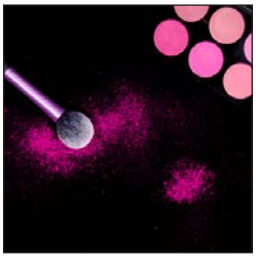
Further information can be found on the Smart and Skilled website: smartandskilled.nsw.gov.au

Core Units

SHBBBOS002	Provide body massages
SHBBBOS003	Provide body treatments
SHBBFAS001	Provide lash and brow services
SHBBFAS002	Provide facial treatments and skin care recommendations
SHBBHRS001	Provide waxing services
SHBBMUP002	Design and apply make-up
SHBBNLS001	Provide manicure and pedicare services
SHBBRES001	Research and apply beauty industry information
SHBXCCS001	Conduct salon financial transactions
SHBXCCS002	Provide salon services to clients
SHBXIND001	Comply with organisational requirements within a personal services environment
SHBXWHS001	Apply safe hygiene, health and work practices
SHBBBOS001	Apply cosmetic tanning products

COURSES

SHB40115 Certificate IV in Beauty Therapy

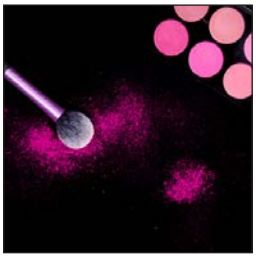


General Electives

SHBBFAS003	Provide specialised facial treatments
SHBBBOS004	Provide aromatherapy massages
SHBBMUP003	Design and apply make-up for photography
SHBBHRS002	Provide female intimate waxing services
SHBBINF001	Maintain infection control standards
SHBBSKS005	Provide micro-dermabrasion treatments

DELIVERY

Apprentice Training



Apprentices may choose to do their training at The Australian Academy of Beauty and Spa Therapy for the same cost TAFE charges.

Small classes and weekly feedback from Trainers to salon owners ensure open communication at all times.

Students attend one day a week for a year and complete practical hours in their workplace.

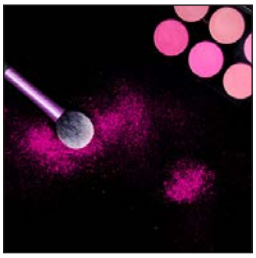
Apprentices in remote and country areas can also study by distance learning (see distance learning section).

Students to supply

- Notebook, stationery for class
- Laptop, or ipad recommended for class but not essential
- Computer and internet required at home for research and theory assessments
- Unique email address
- Uniform (cost $135)
- Closed in flat rubber soled shoes

SHORT COURSES

SHBBMUP001 Apply Eyelash Extensions



Now a beauty essential, eyelash extensions define the eyes with a longer fuller look.

Kim Kardashians's secret beauty tip!

Upon completion you will be a fully qualified eyelash extension technician. This course can be combined with our Makeup design course for added skills for those wishing to enter the freelance makeup artist industry.

Our government accredited course runs over 2 full days tuition plus practice on clients.

Underpinning knowledge including

- contraindication,
- possible reactions and how to deal with them,
- aftercare,
- relevant legislation,
- hygiene requirements
- eyeshapes and eyelash extension impact,
- advantages and disadvantages of different types of lashes, e.g. mink, synthetic
- differences of lashes, eg, B curl, C curl, etc
- advantages of different types of tweezers,
- benefits and effects of different types of adhesives.

Practical skills will include:

- client consultation and designing a treatment plan
- application of full set according to eye shape
- infills
- removing damaged lashes
- providing aftercare advice

Inclusions

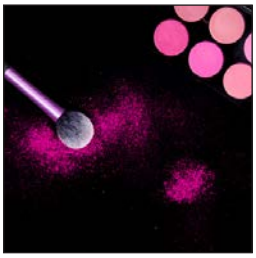
Full professional kit worth over $750 included.

Government accredited statement of attainment on successful assessment

Dates, please check website, normally monthly
Cost: $2250
PAYMENT $1000 deposit 3 monthly payments of $417

SHORT COURSES

SHBBFAS001 Provide Lash and Brow Treatments



Your eyes are window to your soul!

Learn how to create beautifu eyebrows through shaping and tinting.

Enhance your lashes through tinting and lifting!

Our government accredit course runs for two full days plus practice on paying clients in our student spa on at east 8 clients over a period of time.

Underpinning knowledge including

- contraindications,
- possible reactions and how to deal with them,
- aftercare,
- relevant legislation,
- infection control
- The skin and hair growth
- hygiene requirements
- Brow shapes

Practical skills will include:

- client consultation and designing a treatment plan
- lash and brow tinting
- lash uplifting (perming)
- brow shaping

Course dates: please see website for latest dates

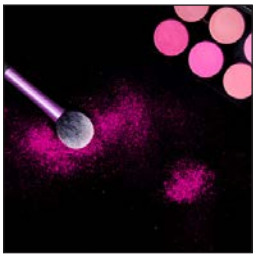
Inclusions

Government accredited statement of attainment on successful assessment

Cost $450 – upfront payment

SHORT COURSES

SHBBSPA003 Provide Stone Therapy Massages



The ultimate massage utilizing the application of hot stones for total relaxation.

Our government accredited course runs for 2 full days plus practice on paying clients in our student spa for a minimum of 6 massages over time.

Underpinning knowledge including

- contraindication,
- possible reactions and how to deal with them,
- aftercare,
- relevant legislation,
- effects and benefits
- hygiene requirements

Practical skills will include:

- client consultation and designing a treatment plan
- stone massage sequence

Course dates: please see website for latest dates

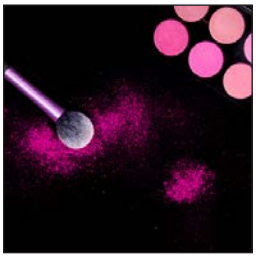
Inclusions

Government accredited statement of attainment on successful assessment

Cost $500 – upfront payment

SHORT COURSES

SHBBMUP002 Design and Apply Makeup



Do you love makeup and have a dream of becoming a makeup artist? This course will give you the skills to work on a makeup counter, and work as a makeup artist for special occasion and bridal needs. It will also give you the skills to apply your own makeup professionally

Our introduction to makeup course the government accredited (SHBBMUP001 Design and apply makeup) covers all the fundamentals of makeup design runs over 3 full days or 6 evenings plus client practice in our student spa on at least 4 different clients and different occasions.

What's included in your kit:

- Professional Makeup kit–
- Professional brush kit
  - Makeup pallets – lipstick, blush, eye shadow & foundation / concealer
  - Lashes

Underpinning knowledge including

- Colour Theory
- Face Charts
- contraindications,
- possible reactions and how to deal with them,
- aftercare,
- relevant legislation,
- hygiene requirements

Practical skills will include:

- client consultation and designing a treatment plan
- Corrective Makeup
- Lash Application
- Bridal makeup
- Glamour makeup
- Contouring
- Mature age makeup
- Remedial camouflage

Inclusions

Full professional kit including brushes included.

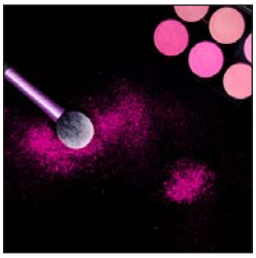
Government accredited statement of attainment on successful assessment

Course dates, please see website

Cost $1250 $750 deposit and 2 monthly payments of $250

SHORT COURSES

SHBBNLS001 Provide Manicure and Pedicare treatments



Learn how to do a professional manicure and pedicure!

Our government accredit course runs for 5 full days plus practice on paying clients in our student spa

Underpinning knowledge including

- contraindication,
- possible reactions and how to deal with them,
- aftercare,
- relevant legislation,
- infection control
- The skin and nail growth
- hygiene requirements

Practical skills will include:

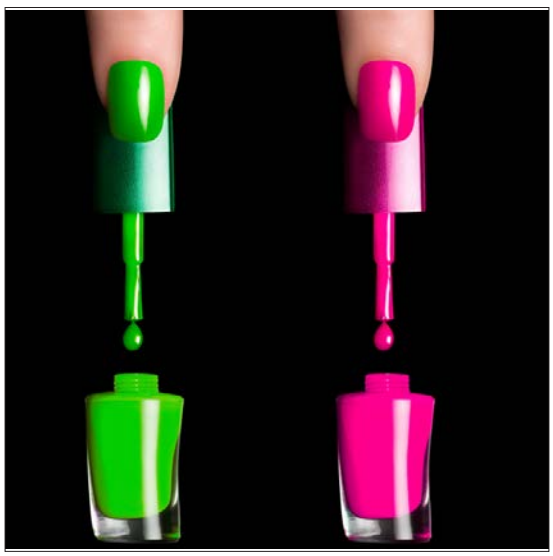
- client consultation and designing a treatment plan
- manicure and pedicure treatments
- French polish

Inclusions

Government accredited statement of attainment on successful assessment

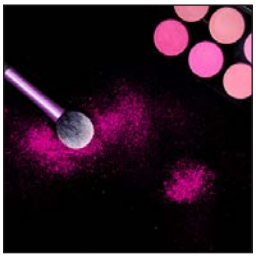
Course dates, please see website

Cost $450 one payment



SHORT COURSES

SHBBHRS001 Provide waxing services
SHBBHRS002 Provide female intimate waxing services



Providing waxing services is a very popular short course and provides the skills to perform waxing safely on clients family and friends.

Our government accredit course runs for 6 full days plus practice on paying clients in our student spa.

Underpinning knowledge including

- contraindication,
- possible reactions and how to deal with them,
- aftercare,
- relevant legislation,
- infection control
- The skin and hair growth
- hygiene requirements

Practical skills will include:

- client consultation and designing a treatment plan
- Waxing of body including female intimate waxing

Dates: Please visit website

Inclusions

Government accredited statement of attainment on successful assessment

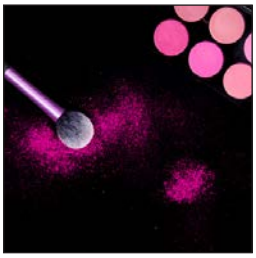
Cost $1000. One payment

A wax kit can be purchased for an additional $250

SHORT COURSES

Dermal Therapies

IPL and laser skin rejuvenation Master class
IPL and laser surface capillary reduction Master class



Skin rejuvenation and capillary reduction are now one of the industry's most asked for treatments in salons.

Our master classes in IPL and laser skin rejuvenation and surface capillary reduction provide you with the knowledge and skills to treat pigmentation, premature aging, age spots, enlarged pores, acne scarring, and fine veins. (Note this is not accredited training as skin rejuvenation is not yet in the SIB70110).

Pre requesite

- SIB70110 Graduate certificate in Intense Pulsed Light and Laser Hair reduction or can be completed in combination

Location

Bella Vista, North Strathfield, Chatswood and Kogarah

Duration

- 2 Full days day classes
  plus 100 clinic hours
- 4 Evenings part time classes
- Plus 100 clinic hours
- Online flexible program

Start date

Please refer to website for dates.

Student entry procedure

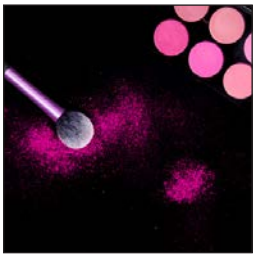
Student Entry Procedure

Plus

Must have completed theory for SIB70110 Graduate Certificate in Intense Pulsed Light and laser hair reduction or can be done in conjunction with this course.

Cost: $2,500 ($104 per week x 24 weeks)

OBTAIN YOUR UNIVERSITY DEGREE



The Australian Academy of Beauty and Spa Therapy has developed a pathway with Victoria University for our Diploma graduates to progress to a Bachelor of Dermal Sciences. The course is available on line.

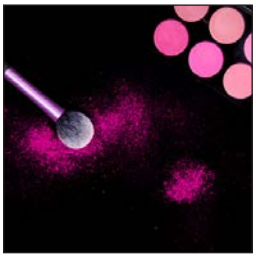
Dermal therapies allows graduates to offer advanced treatments to their clients, and to work alongside health professionals in areas such as pre and post operative care to enhance the outcomes of plastic or cosmetic surgery. Microdermabrasion, lymphatic drainage, laser and Intense Pulsed Light, are some of the specific skills covered.

Students of The Australian Academy of Beauty and Spa Therapy receive 12 months credit towards their degree. Those studying SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction receive additional credits.

For further information on this degree please visit: http://wcf.vu.edu.au/Handbook

STRUCTURED WORKPLACE LEARNING

Part of Your Training in a Real Salon



One of the problems often facing newly qualified Beauty Therapists is that Employers ask for “experience”.

For this reason the Australian Academy of Beauty and Spa Therapy has a beautiful state-of-the-art Student Day Spa where all treatments are performed by students and the students run the salon under the guidance of their teacher and workplace trainer and assessor.

Students gain valuable experience not only in treatments, but all aspects of salon operations. In addition to spa treatments, students also gain experience managing the spa and become proficient at reception duties, balancing money, planning therapists work for the day, stock ordering, stock control, marketing, merchandise display etc.

The clinic is run by a qualified Trainer and Assessor who records students’ progress on a daily basis. Written and oral reports are given to class teachers on any areas students need help or improvement.

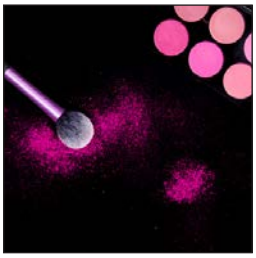
A student may also apply for a reduction in clinic hours for RPL in various units.

RPL means skills obtained in a number of areas, through life experience, non-accredited courses etc. e.g. Someone working in a hairdressing salon, medispa, or as a receptionist for a beauty salon may have the practical experience in SHBXCCS002 Provide Salon Services to clients and SHBXCCS001 Conduct Financial Services.

Applications for reduction in hours due to RPL must be in writing. A student is still required to be formally assessed in the unit to ensure competence.

STRUCTURED WORKPLACE LEARNING

Part of Your Training in a Real Salon



SHB50115 Diploma of Beauty Therapy

The Diploma of Beauty Therapy program involves structured workplace learning in the student spa after 6 months of training. Students will spend 3 days a week in the student spa until 400 hours of practical experience have been completed.

Evening students

Evening students are required to attend structured workplace learning one day a week (normally a Saturday after the first 6 months, then the normal attendance evenings will be work experience in the final 6 months of course.

Distance students

Distance learning students are required to complete 150 hours in an agreed workplace and approximately 250 hours practicing at home. All hours can be done in our day spas if at all possible.

SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction

Students are required to complete 200 hours of structured workplace learning.

If a student is doing both Diploma of Beauty and IPL together, this will be reduced to a total of 500 hours as the units of one are often duplicated in another. For example, infection control is in both courses.

SHB50216 Diploma of Salon Management

Can be completed in a workplace or in the Student Spa in conjunction with the Diploma of Beauty Therapy.

Structured Workplace Learning

Structured workplace learning is an essential and very important part of our training program as it prepares students to enter workplace situations confidently and professionally with a sound knowledge of what is required of them in a busy work environment.

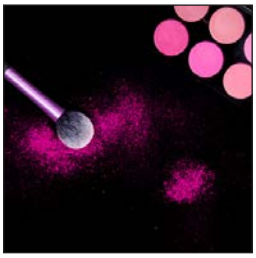
Students gain not only valuable experience performing treatments on clients, but also gain experience in all aspects of salon management, including appointment taking, work planning, money balancing and stock control, that they are not normally able to practice.

Students are not paid on their structured workplacement days and it must be remembered that these days are part of their learning.

Students must remember at all times that work experience days are days when they are expected to behave as staff members.

STRUCTURED WORKPLACE LEARNING

Records



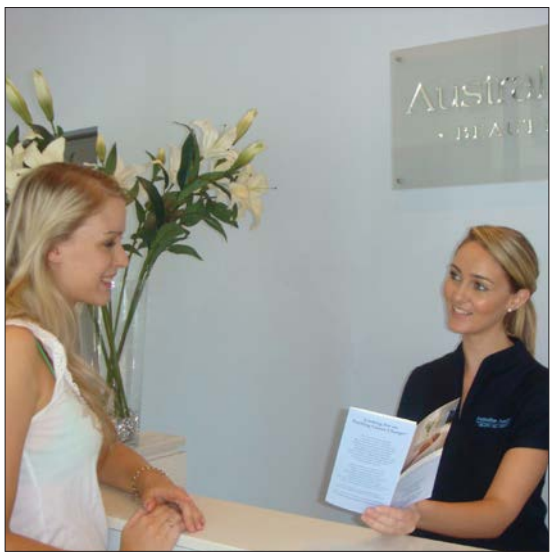
Structured Workplace Learning Records

Your Student Log Book is your main record of your structured workplace learning.

At the end of each day you must give your log book to your clinic trainer to:

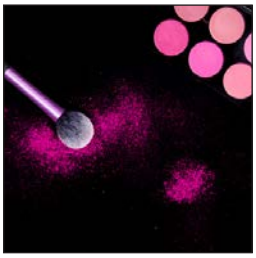
- Sign your attendance hours
- Sign off your completed treatments

Your clinic trainer needs to sign off that you have achieved the on-the-job outcome requirements after ensuring the assessment criteria have been followed. When performing any practical treatment, please ensure all steps of the treatment are performed as per the assessment criteria.



TRAINING ENVIRONMENT

Resources



The Academy has state of the art facilities and equipment at each location including dedicated laser training rooms, Student Spa, practical classrooms, theory rooms etc.

The Academy's facilities meet all requirements to be a Registered Training Organisation delivering Hairdressing and Beauty Services Training Package and resources for each unit.

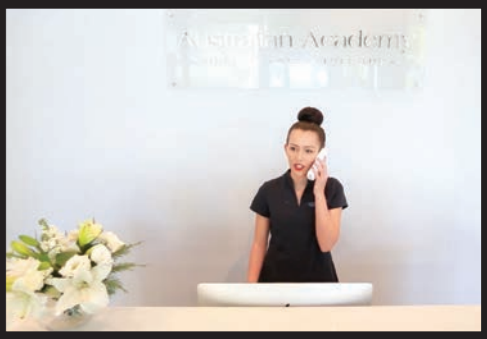
Training resources

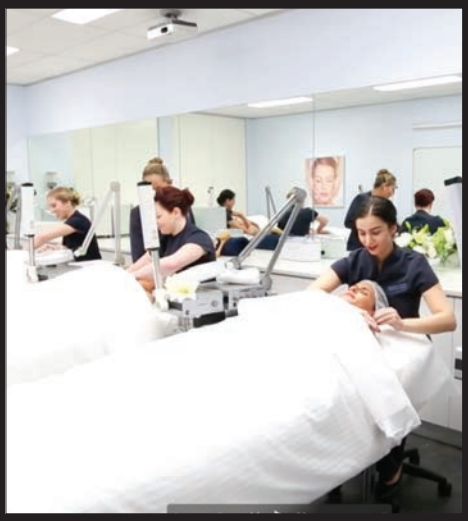
All face-to-face students are provided with training material and resources relevant to their course. This material includes:

- Student Handbook
- Student Log book
- All learner guides
- Academy specific additional notes on Advanced Skin diagnosis, Advanced Skin treatments, product knowledge
- At home lesson revision via access to classroom Microsoft PowerPoint learning material
- All products, equipment and materials required
- You will be required to submit all your assessments through our learner management system and are required to have a computer and Microsoft Office to access Word and PowerPoint presentations. The Academy is unable to print notes for students.
- To access Moodle you are required to have a valid email address, access to a computer and Microsoft Word. This is also required to receive communications and notices from The Academy. It is the student's responsibility to inform The Academy of any changes to email address provided at enrolment.

THE ACADEMY'S FACILITIES

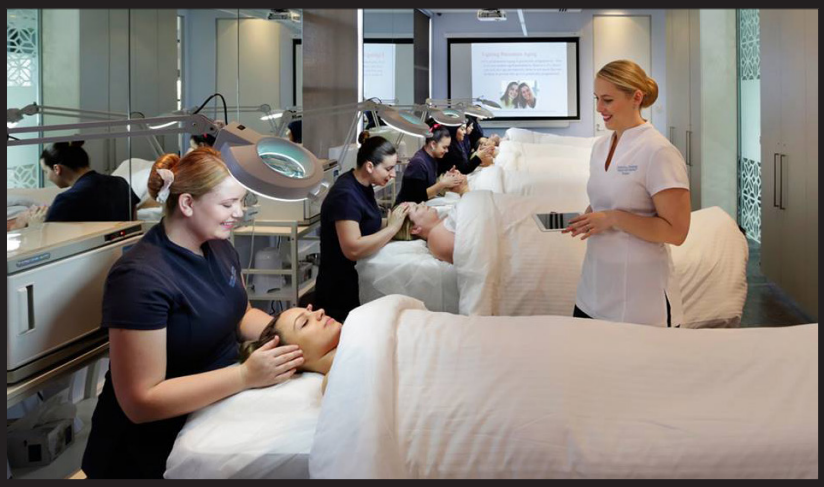
The Academy's state of the art facilities



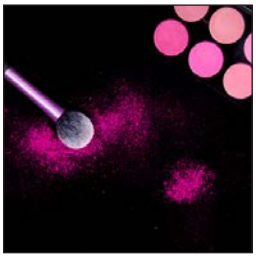


THE ACADEMY'S FACILITIES

The Academy's state of the art facilities



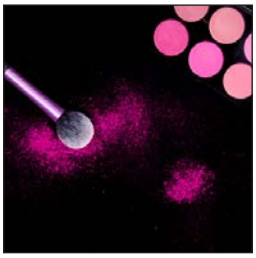
EVALUATION OF TRAINING



The Academy strives to continually improve its training and assessments. Throughout the course you will be asked to complete questionnaires regarding training and assessment.

These surveys are then discussed at staff and management meetings and where possible ideas you may have to improve our practices will always be taken into account. We thank you in anticipation of your help with our surveys.

ASSESSMENT PROCEDURES



The Academy's assessment strategies including RPL comply with the assessment requirements of SHB15 Hairdressing and Beauty Services training package and are conducted in accordance with the Principals of assessment and rules of evidence. Assessment criteria and their associated conditions are clearly stated in assessment plans and on the actual assessment tool. Trainers and assessors are required to discuss these with students prior to, and during, training. It is the trainers and assessors responsibility to ensure that all students are fully aware of the assessment requirements needed to achieve competency. Discussions of specific assessment needs for students with a disability or any other relevant condition are undertaken to ensure that no student is disadvantaged. There are no hidden agendas in the assessment procedures.

All assessments are carried out by fully qualified assessors and are designed to ensure that each student's performance is assessed against the competencies set out in the Beauty Therapy Training Package. Students are provided with full details of these competencies in their Student Log Book, and in their student portal.

Assessments lead to the issuing of AQF qualifications and/or statements of attainment where the student is assessed as competent against nationally endorsed units of competency.

Variety of assessment strategies used

A variety of assessment strategies are used to cater for individual needs including:

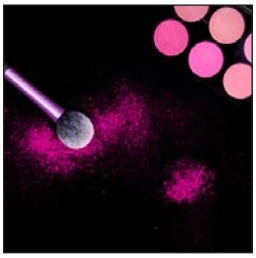
- Practical demonstration of tasks
- Written questioning to test underpinning knowledge
- Projects and assignments

Additional evidence

- Short quizzes to assess underpinning knowledge
- Observation of processes and procedures
- Role play and simulation
- On-the-job tasks where applicable
- Case studies
- Critical incidents
- Documents, portfolios, log books
- Third party reports
- Presentations
- RPL and credit transfer

ASSESSMENT PROCEDURES

Rules of Evidence and Principles of Assessment



Students are advised exactly how each unit will be assessed, an assessment plan is available in their student portal, and also by information in the front of each unit in the log book.

In some cases the assessment is holistic in that it may integrate a number of tasks that make up a competency. The student will be made aware of how this will be carried out. As far as possible, verbal feedback will be given immediately. Trainers will upload practical assessments to student portal within a week of assessment. Oral questioning may be used during a practical demonstration to ascertain why a student is doing something in a particular manner or in a particular order.

Assessment also takes into consideration the following employability skills and these are explained to the student:

- Communication
- Problem solving
- Initiative and enterprise
- Teamwork
- Planning and management
- Self-management
- Learning

Adherence to National Assessment Principles

The Academy's assessment policy incorporates the Rules of Evidence and Principles of Assessment including those of validity, reliability, flexibility and fairness.

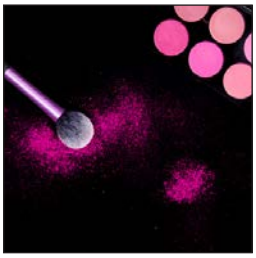
To ensure the validity and reliability of assessment procedures and assessment tools, The Academy holds regular validation meetings to examine these characteristics and this involves student questionnaires, staff input, student interviews and where possible stakeholders from industry. The Principal is responsible for convening these meetings, analysing any results and taking appropriate action. All such meetings and subsequent actions are recorded.

To ensure the validity of assessments, comparisons are made between the assessments different assessors make in any one course or in any one competency over the year. The responsibility for overseeing these comparisons rests with the Principal. Any major discrepancies are examined by the Principal and discussions held with trainers and assessors to ascertain any problems. Records are kept and filed.

Where the competency has not been achieved, the student will be immediately advised on what action is to be taken. For example, the student may be given a second assessment immediately or may be given further training and then be re-assessed later. Whatever the case, the student will be given every assistance to achieve the competency. The exact number of re-assessments will depend on discussions with assessors and trainers.

We also adhere to the principles of Natural Justice.

ASSESSMENT PROCEDURES



Principles of Natural Justice

In dealing with any complaint or assessment appeals we believe that the person making the complaint or appeal has the opportunity to be heard by an impartial decision maker which is at the heart of the rules of Natural Justice and procedural fairness. There are three basic principles which we follow in our application of / Natural Justice and procedural fairness:

- the hearing rule
- the bias rule
- the no evidence rule

Hearing Rule

We will give an opportunity to the person making the complaint or appeal to be heard. This means they have the opportunity to provide information in the form of oral submissions and documentary evidence. Depending on the nature of the compliant they can choose the person they wish to hear their complaint or appeal.

Bias Rule

This rule means that the decision maker(s) will be impartial and unbiased in the matter to be decided. Justice should be seen to be done so that fair minded people would reasonably believe the decision had not been pre-determined and there had been no bias in the decision making process.

No Evidence Rule

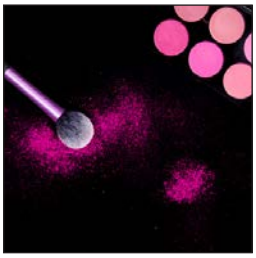
This rule means that the decision that is eventually made must be based on logical evidence (proven on the balance of probabilities).

In making decisions, the decision maker(s):

- take into account relevant considerations;
- do not take into account irrelevant considerations;
- act for a proper purpose; and
- that the decision is not unreasonable

In essence whatever decisions are made of a complaint or appeal the procedure used must be transparent and fair and seen to be fair. Decisions taken will be impartial and based on provided relevant information.

ASSESSMENT PROCEDURES



Assessment records

Each unit of competency normally has several assessment methods. Each unit has an assessment plan and its own assessment tools normally an assessment of underpinning knowledge and a practical observation checklist.

Students are asked to read the assessment plan for each unit. These assessment plans are in each unit on student portal.

If unsure of anything please ask your trainer.

Underpinning Knowledge Assessments

Assessments must be submitted on the due date. If they are late, and you have not applied for an extension of time, you will receive a fail for that unit.

Trainers will mark assessments and upload to your student portal for review.

You must achieve 100% to be assessed as competent.

You are allowed 2 attemps to achieve 100% competency. Should you not achieve this after 2 attempts your trainer will provide extra help in the areas required, and you will be then required to orally answer the questions. Your grade will then be adjusted accordingly.

Theory assessments are also revised in class.

Practical Assessments

Trainers will complete one or more practical assessments according to training package requirements. These give detailed feedback on each aspect of the assessment. These are uploaded to student portal.

Grading

You will be marked as Competant (C) or Not yet competant (NYC).

Resit policy

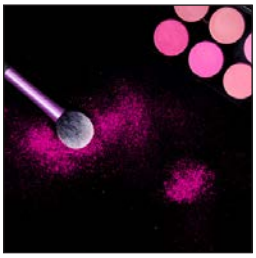
If a student is Not Yet Competent, extra training will be provided. The student is able to resit the assessment without extra cost.

Students with special needs

At enrolment interview, the Principal ascertains the special needs of students both for training and assessment so that The Academy can take appropriate action to assist the student. Records are maintained. At any time during the course a student may require some reasonable adjustment to assessment procedures because of some special need [e.g. accident or injury]. This is discussed with the Principal and action is taken. These requests are recorded on the student's file.

ASSESSMENT PROCEDURES

Recognition of Prior Learning



The Academy has a policy for the Recognition of Prior Learning (RPL) and credit transfer. Information about RPL is included on the website, in marketing and advertising materials and in various handouts and is offered to all applicants. Further details are also included in the Students Handbook and the Prospectus.

Receipt of RPL applications is acknowledged in writing. Staff assess the evidence provided against the stated national competencies of the particular course and applicants are notified in writing of the results. If the applicant disputes the results he/she may appeal using The Academy's disputed assessment procedure.

The Academy recognises that competencies can be achieved in a number of ways through:

- Formal and informal training
- Work experience
- General life experience
- Any combination of the above

RPL may be undertaken by:

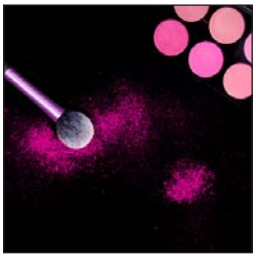
- Submission of appropriate and authorised documentation which clearly indicates prior qualifications, work, projects and experience
- Submission of work/job experience documents
- Challenge tests observed by a qualified assessor
- Products made by the applicant
- Third party reports
- Any other evidence considered appropriate

All assessment pathways must incorporate RPL which allows competencies currently held by individuals to be formally bench-marked against the relevant Training Package competencies. In this process the assessed current competencies should be recognised regardless of how, when or where they were achieved.

Records of the results of RPL are recorded, signed by the assessor and the student and placed on the student's file. Staff are available to assist in these applications and discuss any aspects of RPL.

ASSESSMENT PROCEDURES

Recognition of Prior Learning



Action to be taken regarding the results of RPL will be discussed with the Principal, the applicant and trainers as to what effect this will have on the student's program.

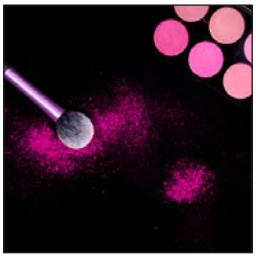
The overall process for applying for RPL is as follows:

- Applicants view pre-enrolment information on website and in prospectus
- Candidate approaches RTO to receive guidance on how to proceed
- Information letter is sent to applicant, together with flow chart of process and self assessment tool to ensure evidence is sufficient, valid, current etc and enrolment form
- Applicant returns enrolment form to The Academy
- Full unit RPL assessment tool for the unit is forwarded to applicant
- Candidate and assessor discuss and agree on ways to gather evidence
- Candidate completes RPL assessment tool and submits to assessor
- Assessor reviews evidence, and may ask candidate questions orally or written to ensure underpinning knowledge is current
- Assessor makes assessment decision and provides feedback to candidate If successful candidate issued with relevant qualifications RPL process recorded in student management system If student not successful assessor advises or additional training required

RPL applications may attract a small fee to cover the work involved in assessment.

ASSESSMENT

Recognition of AQF Qualifications (Credit Transfer)



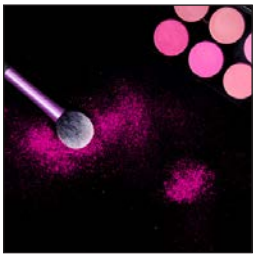
The Academy recognises the AQF qualifications and statements of attainment awarded by other Registered Training Organisations (RTOs). Awards issued by other RTOs must be authenticated and entered into our student records. Procedures for this recognition are clearly stated in enrolment information, in induction and orientation sessions, in marketing material and on the website. Applications for Credit Transfer are available to all prospective students.

The Academy will check with other RTOs if there is any problem with this recognition. Students may use the grievance and appeals procedure process if there is any dispute over recognition.

Staff are fully informed of the significance of the recognition of qualifications from other RTOs and this is discussed at interview, during staff induction and at staff meetings.

Students holding a previous qualification may reduce the number of subjects required to be undertaken to complete this qualification, subsequently reducing the duration of the course. Please contact Academy staff to discuss your individual circumstances.

SUCCESSFUL COURSE COMPLETION



1. Students must successfully complete the requirements of all prescribed units of study to obtain their certification in their enrolled course. This includes completing assessment tasks and attending class and clinic. Students may apply for leave for good reason but missed classes must always be caught up by attending classes on another day.

   Students are required to attend all classes, including practical clinic days, in order to satisfy requirements for each unit of study which makes up their course. Students not attending scheduled classes or clinics without approval of the Principal in writing any more than 3 times for that unit of study, will not meet the requirements for that unit of study and a Fail grade will be recorded.

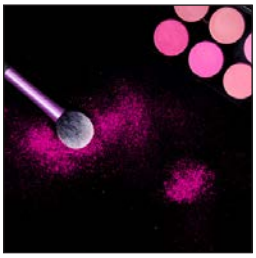
   Students are also required to complete all assessment tasks in the time-frame provided. Students who do not submit theory assessments on the due date, without permission of the Principal, will not meet the requirements for that unit of study and a Fail grade will be recorded. Students may sit a practical demonstration of skills up to 3 times for each unit of study. All practical assessments must be completed with a Competant result.

2. All required practical clinic hours

3. All Fees paid in full

FEES & CHARGES

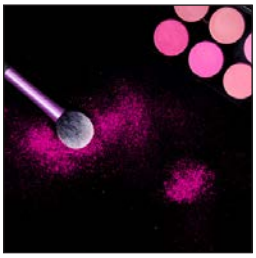
Course Charges



Course	Cost
The Beauty Business (Double Diploma)	**$17,750**
■ **SHB50115 Diploma of Beauty Therapy** (VET student loan available for qualifying students for $10,000)	**$12,750**
■ **SHB50216 Diploma of Salon Management** (VET student loan available for qualifying students for $5,000)	**$5,000**
Personal contribution $2750 with weekly repayments of $62.50 for 44 weeks	
SHB50115 Diploma of Beauty Therapy	**$15,750**
(VET student loan available for qualifying students for $10,000)	
Personal contribution $5750 with weekly repayments of $131.00 for 44 weeks	
SIB70110 Graduate Certificate in Intense Pulsed Light & Laser Hair Reduction	**$7,500**
If current student	**$5000**
(No Vet Student Loan available) Repayments $114 x 44 weeks	
SHB50216 Diploma of Salon Management	**$5,000**
(VET student loan enabled for qualifying students for $5000)	
SHB40115 Certificate IV in Beauty Therapy	**$14,750**
SHB40115 Certificate IV in Beauty Therapy - Apprenticeship pathway	**$2,000**
Upgrade to new Diploma	**$7,500**
(VET student loan enabled)	
Upgrade from Certificate IV to Diploma	**$7,500**
(VET student loan enabled)	
Short Courses	
■ SHBBMUP001 Apply Eyelash Extensions	**$2,250**
■ SHBBFAS001 Provide lash and brow treatments	**$450**
■ SHBBSPA003 Provide stone therapy massages	**$500**
■ SHBBMUP002 Design and apply makeup	**$1,250**
■ SHBBNLS001 Provide Manicure and Pedicare treatments	**$450**
■ SHBBHRS001 Provide waxing services	**$1,000**
SHBBHRS002 Provide female intimate waxing services	
Dermal Therapies	**$2,500**
■ IPL and Laser skin rejuvenation Master Class	
■ IPL and laser surface capillary reduction Master Class	
City and Guilds International examinations	**$250**
Compulsory uniform	**$135**
Re issue of Certification	**$50**

FEES & CHARGES

Course Charges



Additional costs

Graduation dinner

Our Academy graduation dinner is held in July and December each year. Current cost is approximately $150 per head and is an additional cost. Students are encouraged to bring family and friends and it is a wonderful opportunity to celebrate gaining not only your Australian Diploma but also your International Diploma.

These fees and charges are subject to change. Please refer to prospectus on website for current charges.

Consumer rights

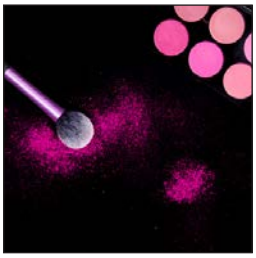
Students have rights as a consumer under Australia's Consumer Protection Laws including a 2 day cooling off period from enrolment

Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following sites for more information:
http://consumerlaw.gov.au/consumers-and-the-acl/
http://www.fairtrading.nsw.gov.au/ftw/consumers/buying_services/education_and_training.page

PAYMENT OPTIONS

Ezidebit



The Australian Academy of Beauty Therapy utilises the services of Ezidebit for the collection of fees paid by students

The following document outlines the rights and responsibilities you have with regard to the ability of Ezidebit to directly debit your nominated bank account or credit card for any installments or fees due by you under the terms and conditions of this Contract and Ezidebit Service Agreement, the terms of which are stated on the next page. Should you have any queries regarding your Contract or this form, you should in the first instance contact Ezidebit on 1300 763 256.

ezidebit

ACN 096 902 813 | AFSL 315388

DDR SERVICE AGREEMENT (Ver 1.8)

DDR Service Agreement (Ver 1.8)

I/We hereby authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969, 303909, 301203, 234040, 234072, 428198) (herein referred to as "Ezidebit") to make periodic debits on behalf of the "Business" as indicated on the attached Direct Debit Request (herein referred to as "the Business").

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/We have with the Business.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/We acknowledge that is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:-
(1) there is a public or bank holiday on the day of the debit, or any day after the debit date;
(2) a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
(3) a payment request is received after normal Ezidebit cut off times, being 3:00pm Queensland time, Monday to Friday.
Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/We acknowledge that I/we will contact the Business if I/we wish to alter or defer any of the debit arrangements.

I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/we agree to contact my/our financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee of up to $11.90 is payable by me/us to Ezidebit. I/We will also be responsible for any fees and charges applied by my/our financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the Business agree to pay those fees and charges to Ezidebit.

Credit Card Payments
I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to the Business as Ezidebit is acting only as a Direct Debit Agent for the Business.

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request.

I/We appoint Ezidebit as my/our exclusive agent with regard to the control, management and protection of my/our personal information (relating to the Business and contained in this DDR Service Agreement). I/We irrevocably authorise Ezidebit to take all necessary action (which Ezidebit deems necessary) to protect and/or correct, if required, my/our personal information, including (but not limited to) correcting account numbers and providing such information to relevant third parties and otherwise disclosing or allowing access to my/our personal information to third parties in accordance with the Ezidebit Privacy Policy.

Other than as provided in this Agreement or the Ezidebit Privacy Policy, Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, to be referred to a debt collection agency for the purposes of debt collection or as otherwise required or permitted by law. Ezidebit's Privacy Policy can be found at http://www.ezidebit.com/au/privacy-policy/

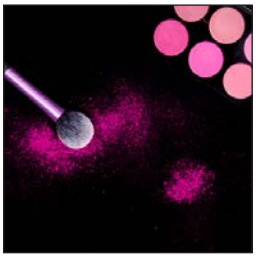
I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores my/our personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to Ezidebit on my/our written request.

I/We authorise:
a) Ezidebit to verify and/or correct, if necessary, details of my/our account with my/our financial institution; and
b) my/our financial institution to release information allowing Ezidebit to verify my/our account details.

Po Box 3327
Newstead, QLD 4006
Ph: (07) 3124 5500 Fax: (07) 3124 5555

PAYMENT OPTIONS

VET Student Loans



What is VET Student Loans?

VET Student Loans is a scheme provided by the Australian Government to enable eligible full-fee paying students the opportunity to apply for a loan. Such a loan is to aid in the payment of all or part of a student's tuition fees for a VET course of study in which the student is enrolled unless the student cancels their request for a VET Student Loan with the VET provider on or before the census day for the units of study that make up the course. The loan will remain as a personal debt obligation until it is repaid to the Commonwealth. The signed Request for Commonwealth Assistance form applies to a loan for the entire VET course of study and is charged on a unit of study basis unless the student pays some of the tuition fees.

The loan is spread across the course with 4 census days one in each fee period. This scheme is an extension of the FEE-HELP scheme (currently applicable to higher education students) and extends to students studying one or more of the following courses:

- Diploma
- Advanced Diploma
- Graduate Certificate
- Graduate Diploma

How do I access a VET Student Loan?

After you submit an enrolment application and satisfy the student entry requirements, the Australian Academy of Beauty and Spa Therapy will advise the Department of Education you wish to access the VET Student Loan scheme.

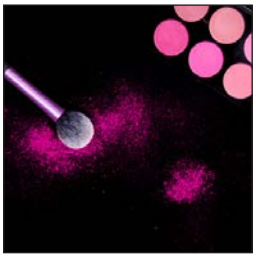
You will receive an email from the Department with a username and password. You then create an online application. You must have your USI number and tax file number handy.

Note all applications are signed electronically and the application will be treated as having been signed if the communication contains:

- Student Identification Number
- Student tax file number
- An acknowledgement the student has read and understood the application
- A confirmation by student of the accuracy of the information in the application.
- If a student is under 18 you then print out the application form and have a parent sign, and provide this to the Academy.
- If a student is under 18 but is independent, proof of independence, e.g. youth allowance receipt must be provided.
- By signing and submitting the form the person accepts that the VET Provider will automatically use the VET Student Loan for those VET units of study on the invoice notice and subsequent invoice notices in relation to the units that contribute to the course unless the student advises the VET Provider in writing that he or she does not wish to use VET Student Loans as his or her method of paying their tuition fees or any unit of study.

PAYMENT OPTIONS

VET Student Loans



The Academy will issue an invoice 14 days prior to the census day for each unit of study. You will also receive a VET Student Loan Fee Notice 14 days before course commencement.

On the census day the student will incur a VET Student Loan debt for the units of study contained in the invoice notice if the student has not withdrawn from the VET unit of study prior to the census day indicated on the invoice notice or has paid upfront some or all the amounts due for the VET unit of study.

What is needed to be eligible for VET Student Loans assistance?

To be eligible for VET Student Loans assistance, a student must:

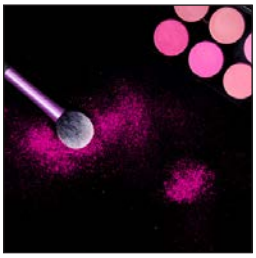
- Satisfy the entry criteria;
- Have not been offered an inducement to undertake the qualification of study;
- Be a full fee-paying student;
- Be an Australian Citizen or a holder of a Permanent Humanitarian sub-class visa;
- Be a New Zealand citizen who:
    - Holds a special category visa
    - First entered Australia as a minor under 18 years of age
    - Has lived in Australia for 8 of the last 10 years
    - Has lived in Australia for at least 18 months in the past 2 years.
- Have a FEE-HELP balance greater than zero – that is, they have not exceeded their FEE-HELP limit;
- Be enrolled in a unit of study that meets the course requirements;
- Be enrolled in the unit of study on or before the census day for the unit and remain enrolled at the end of the census day;
- Meet the Tax File Number (TFN) requirements;
- Have completed, signed and lodged with Department of Education and Training a Request for a VET Student Loan. This must be at least 2 days after enrolment in a unit or units of study and 14 days before the scheduled census day.
- You will also be required to advise the Secretary of Department of Education and Training you wish to continue to use the VET Student Loan scheme throughout the course.

What is the census day?

The census day of a unit of study is the last day a student can submit their **Request for VET Student Loan** form to defer their tuition fees through the VET Student Loans scheme. It is a date the VET Provider sets which is no earlier than 20% of the way through the period in which the unit of study is undertaken. Tuition fees will be reasonably proportioned across 4 specific fee periods each with one census date. The census dates and fee periods can be found on our website under Vet student loans.

PAYMENT OPTIONS

VET Student Loans



How does VET Student Loans work?

Following the successful lodgement and assessment of a Request for VET Student Loan form, the Australian Government will pay directly to the VET Provider, some or all of the tuition fees associated with a student's course. This loan is then repaid by the student via the tax system in compulsory and/or voluntary contributions. The loan may affect (by reducing) the persons take home (after tax wage) or salary until the debt is repaid, and may affect borrowing capacity of the person until the debt is repaid to the Commonwealth.

What is the entitlement under the VET student loans scheme?

Over their lifetime, a student will be able to borrow up to the amount of their FEE-HELP limit which is indexed annually by the Australian Government. **Repayments do not reset the maximum that can be borrowed.**

The FEE-HELP limit for 2017 is $100,879 for most students.

What does VET Student Loans cover?

VET Student Loans extends **only** to tuition fees. It **does not** cover accommodation and general living expenses. It is important to note that a loan fee of 20% applies to VET Student Loans. This fee is payable to the Australian Government and added to your loan. It is also not included in the FEE-HELP limit. For the SHB50115 Diploma of Beauty Therapy, if the full VET student loan amount of $10,000 is used total debt would be $12,000.

For the SHB50216 Diploma of Salon Management if a full VET loan of $5000 is used total debt would be $6000

When do the first repayments start?

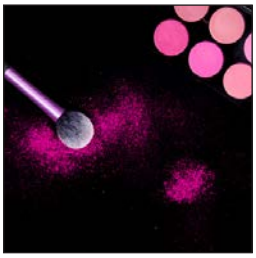
A student's first loan repayment starts when their employment income exceeds the minimum threshold permitted for the specific financial year. For the 2016-2017 year, the VET Student Loans threshold level is $54,869.

What else do I need to know about VET Student Loans?

- A VET Student Loan can be used to help a student undertake an approved VET course and can be applied to a student's VET tuition fees - provided their total FEE-HELP limit has not been exceeded.
- A student may cancel their enrolment by
    A. withdrawing from each VET unit of study on or before the census day and
    B. In accordance with our *Student Withdrawal Procedures and Refund Policy for Approved Courses*
- Withdrawal will result in the student
    A. not incurring a VET Student Loan debt and/or
    B. receiving a refund for any upfront tuition fee payments made on or before the census day

PAYMENT OPTIONS

VET Student Loans



- Eligibility for VET Student Loans is not affected by previous qualifications or your study results.
- Any debts to the Commonwealth arising from a VET Student Loan remains with the student until they have been repaid by the student and it is the student's responsibility to ensure they have sufficient FEE HELP balance to cover the VET Student Loan assistance amounts indicated in the invoice notice.
- All policies and procedures relating to vet student loans, withdrawal policies, census dates, and Vet Student Loan booklet for 2017 are on our website under the heading Vet Student Loans on the right hand side.

  Please also ask if you are unclear on any matter.

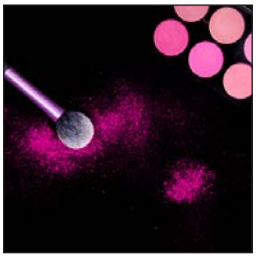
Communicating your agreement to continue using vet student loans

- Throughout the course you may be required to communicate your agreement to the secretary to continue using vet student Loans to ay your tuition fees for your course. This will be electronically and the academy will advise you when this is required to be done.
- A student may wish to seek independent financial advice prior to applying for a VET Student Loan.

For more information on VET STUDENT LOANS, you may:

- refer to the VET student loans information booklet 2017

ENROLMENT PROCESS



Enrolment process

1) Student reads all information on website, student handbook and prospectus and VET Student Loan information.

2) Students receives invitation to information and enrolment evening.

3) Students attend an information evening to view facilities, meet Principals.

4) CEO personally discusses all aspects of the course to ensure prospective students have all relevant information.

5) Once students have received all information and viewed facilities they may enrol by providing:

   - Enrolment form including Unique Student Identifier Number
   - Identification (copy of citizenship papers if not born in Australia)
   - Training agreement

6) Student is to fulfill all entry criteria as advised for each course on previous pages of this document

7) CEO ascertains students ability to undertake required studies.

8) Student receives an email of “offer of place” depending on results of one on one interview with CEO. .

9) Student is advised of interview date.

10) Interview with CEO to ascertain student’s ability to undertake required studies if student does not have an HSC this will include LLN testing, discuss special needs, check uniform sizing, photograph for student ID card. CEO again confirms student has read and understood Handbook, Prospectus and VET Student Loans information. A check list is signed by both student and CEO or senior management ensuring student is clear on all aspects of course.

11) The Academy then send the Dept of Education the student’s information for an application for a VET Student Loan.

12) Student receives a username and password to VET Student Loan application an applies online after checking eligibility

12) If under 18, student prints off application form, has a parent sign the form and provides a copy to The Academy

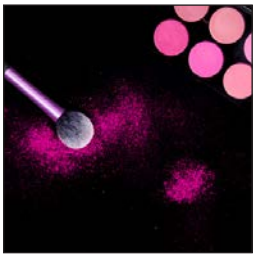
13) Student receives confirmation of enrolment.

14) Student confirms acceptance of place in class and commitment to course.

15) Student attends orientation session and meets Trainer.

16) Student receives user name and password for learner portal.

APPLICATION FOR ENROLMENT



Personal information

Title: Family Name:

Other Names:

Date of Birth: (DD/MM/YYYY) / / Male ☐ Female ☐

Uniform Size ☐ 8 ☐ 10 ☐ 12 ☐ 14 ☐ 16 ☐ 18 ☐ 20

Telephone: (Home) (Mobile) (Fax)

Next of kin: Phone Number:

Copy of identification provided ☐

Email:

Unique Student Identification Number USI.gov.au

Permanent Home Address:

Suburb: State: Postcode: Country: If not Australia

Postal Address: If same as permanent home address write as above

Suburb: State: Postcode: Country: If not Australia

Address while studying: If same as permanent home address write as above

Suburb: State: Postcode: Country: If not Australia

How did you hear about us?

Ethnicity

Were you born in Australia? ☐ Yes ☐ No

If not born in Australia, in what country were you born?

and, what year did you arrive in Australia?

Are you of Aboriginal or Torres Strait Islander origin?

☐ No ☐ Aboriginal ☐ Torres Strait Islander ☐ Both Aboriginal and Torres Strait Islander

Citizenship / visa details

Are you an Australian citizen? ☐ Yes ☐ No

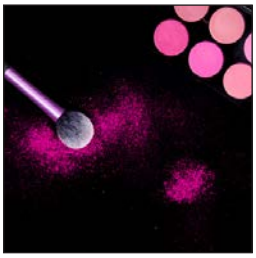
Are you a New Zealand citizen? ☐ Yes ☐ No

Do you hold a permanent resident visa? ☐ Yes ☐ No

Do you hold a permanent humanitarian visa? ☐ Yes ☐ No

Do you intend to apply for a student visa? ☐ Yes ☐ No

APPLICATION FOR ENROLMENT



Language

Is English the language spoken at your permanent home address? ☐ Yes ☐ No

If not, what language is spoken at your permanent home address: _____

Disability

Do you have a disability, impairment or long term medical condition which may affect your studies? ☐ Yes ☐ No

If yes, please indicate the area/s of impairment:

☐ hearing ☐ vision
☐ learning ☐ medical
☐ mobility ☐ other

If you have a disability, would you like to receive advice on support services, equipment and facilities which may assist you? ☐ Yes ☐ No

Do you need computer assistance? ☐ Yes ☐ No

Education

What is your highest completed secondary school level?

☐ Year 10 or lower ☐ Year 11 ☐ Year 12

Year of completion: _____

Postcode of residence whilst studying year 12: _____

Have you undertaken any post-secondary study?	Completed?	Year
☐ Certificate of attainment or competence	☐ Yes ☐ No	_____
☐ A vocational course (trade certificate)	☐ Yes ☐ No	_____
☐ Diploma / Advanced Diploma	☐ Yes ☐ No	_____
☐ Undergraduate degree	☐ Yes ☐ No	_____
☐ Postgraduate degree	☐ Yes ☐ No	_____
☐ Other	☐ Yes ☐ No	_____
☐ LLN assessment if applicable	Date: _____	

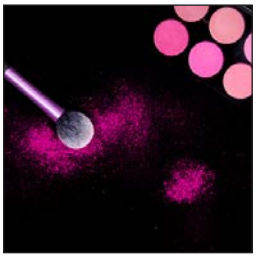
Highest qualification of parent 1: _____

Highest qualification of parent 2: _____

Labour force status whilst studying course:

☐ Full time ☐ Part time ☐ Self employed ☐ Employer
☐ Employed as unpaid worker in family business
☐ Unemployed seeking full time employment ☐ Unemployed seeking part time employment
☐ Not employed, not seeking employment

APPLICATION FOR ENROLMENT



Reason for study:

☐ To get a job ☐ Develop a business ☐ Start a business ☐ Change career
☐ Get a better job ☐ Job requirement ☐ Learn new skills

Course details

What course are you enrolling in?

☐ **The Beauty Business - Double Diploma of:**
SHB50115 - Diploma of Beauty Therapy
SHB50216 - Diploma of Salon Management

☐ SIB70110 - Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction
☐ SHB50115 - Diploma of Beauty Therapy
☐ SHB50216 - Diploma of Salon Management
☐ SHB40115 - Certificate IV in Beauty Therapy

Short Courses

☐ SHBBMUP001 Apply Eyelash Extensions
☐ SHBBFAS001 Provide lash and brow treatments
☐ SHBBSPA003 Provide stone therapy massages
☐ SHBBMUP002 Design and apply makeup
☐ SHBBNLS001 Provide Manicure and Pedicare treatments
☐ SHBBHRS001 Provide waxing services
☐ SHBBHRS002 Provide female intimate waxing services
☐ **Dermal Therapies**
IPL and Laser skin rejuvenation Master Class
IPL and laser surface capillary reduction Master Class

Please nominate your attendance choice:

☐ Day classes ☐ Evening classes (diploma only) ☐ Distance learning ☐ Apprenticeship

What are your preferred attendance days?

Mon Tues Wed ☐, or Wed Thur Fri ☐ or Thurs Fri Sat ☐

Whilst we endeavour to give you the day of your choice, availability is based on previous enrolments

Course location: _____

Starting date of course: _____

APPLICATION FOR ENROLMENT

Payment Options*

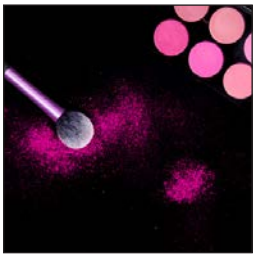
Option 1

The Beauty Business

SHB50115 Diploma of Beauty Therapy and SHB50216 Diploma of Salon Management utilizing VET Student Loans

SHB50115 Diploma of Beauty Therapy (Vet student loan available for qualifying students for $10,000)	$ 12,750.00
SHB50216 Diploma of Salon Management (Vet student loan available for qualifying students for $5000)	$ 5,000.00
Total	**$ 17,750.00**
Student Contribution (Australian Academy interest free loan)	$ 2,750.00

☐	I would like to pay upfront	$ 2,750.00	(1 payment)
☐	I would like to pay weekly	$ 62.50	(44 payments)
☐	I would like to pay fortnightly	$ 125.00	(22 payments)
☐	I would like to pay monthly	$ 250.00	(11 payments)



Option 2

The Beauty Business

SHB50115 Diploma of Beauty Therapy and SHB50216 Diploma of Salon Management No VET Student Loans

SHB50115 Diploma of Beauty Therapy	$ 12,750.00
SHB50216 Diploma of Salon Management	$ 5,000.00
Total	**$ 17,750.00**
Student Contribution (Australian Academy interest free loan)	$ 17,750.00

☐	I would like to pay upfront	$ 17,750.00	(1 payment)
☐	I would like to pay weekly	$ 403.00	(44 payments)
☐	I would like to pay fortnightly	$ 806.00	(22 payments)
☐	I would like to pay monthly	$ 1613. 63	(11 payments)

Option 3

SHB50115 Diploma of Beauty Therapy utilizing VET Student Loans

SHB50115 Diploma of Beauty Therapy	$ 15,750.00
VET Student Loan available for qualifying students	$ 10,000.00
Total	**$15,750.00**
Student Contribution (Australian Academy interest free loan)	$ 5,750.00

☐	I would like to pay upfront	$ 5,750.00	(1 payment)
☐	I would like to pay weekly	$ 131.00	(44 payments)
☐	I would like to pay fortnightly	$ 262.00	(22 payments)
☐	I would like to pay monthly	$ 522.00	(11 payments)

Option 4

SHB50115 Diploma of Beauty Therapy of No VET Student Loans

SHB50115 Diploma of Beauty Therapy	$ 15,750.00
Total	**$ 15,750.00**
Student Contribution (Australian Academy interest free loan)	$ 15,750.00

☐	I would like to pay upfront	$ 15,750.00	(1 payment)
☐	I would like to pay weekly	$ 357.00	(44 payments)
☐	I would like to pay fortnightly	$ 716.00	(22 payments)
☐	I would like to pay monthly	$ 1,432.00	(11 payments)

APPLICATION FOR ENROLMENT

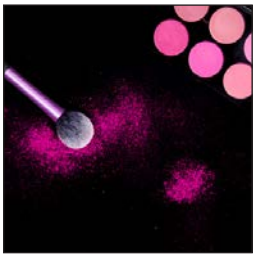
Payment Options*

Option 5

SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction

(Not eligible for VET Student Loans)

Current Student	**$ 5,000.00**
☐ I would like to pay upfront	$ 5,000.00 (1 payment)
☐ I would like to pay weekly	$ 114.00 (44 payments)
☐ I would like to pay fortnightly	$ 228.00 (22 payments)
☐ I would like to pay monthly	$ 500.00 (10 payments)
External student	**$ 7,500.00**
☐ I would like to pay upfront	$ 7,500.00 (1 payment)
☐ I would like to pay weekly	$ 312.50 (24 payments)
☐ I would like to pay fortnightly	$ 625.00 (12 payments)
☐ I would like to pay monthly	$ 1,256.00 (6 payments)



Option 6

SHB50216 Diploma of Salon Management – utilizing VET Student Loans

SHB50216 Diploma of Salon Management	**$ 5,000.00**
Vet student loan available for qualifying students	$ 5,000.00

Option 7

SHB50216 Diploma of Salon Management – Not utilizing VET Student Loan

SHB50216 Diploma of Salon Management	**$ 5,000.00**
Student Contribution (Australian Academy interest free loan)	$ 5,000.00
☐ I would like to pay upfront	$ 5,000.00 (1 payment)
☐ I would like to pay weekly	$ 113.00 (44 payments)
☐ I would like to pay fortnightly	$ 227.00 (22 payments)
☐ I would like to pay monthly	$ 454.00 (11 payments)

Option 8

SHB40115 Certificate IV in Beauty - Apprenticeship pathway

Certificate IV	$ 2,000.00
Total	**$ 2,000.00**
☐ I would like to pay upfront	$ 2,000.00 (1 payment)

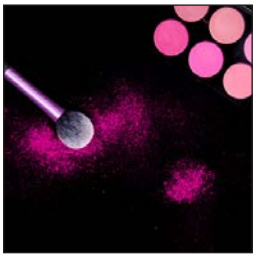
Option 9

SHB40115 Certificate IV in Beauty No Apprenticship pathway

Certificate IV	$ 14,750.00
Total	**$ 14,750.00**
Student Contribution (Australian Academy interest free loan)	$ 14,750.00
☐ I would like to pay upfront	$ 14,750.00 (1 payment)
☐ I would like to pay fortnightly	$ 607.45 (22 payments)
☐ I would like to pay monthly	$ 1,340.00 (11 payments)

APPLICATION FOR ENROLMENT

Payment Options*



SHORT COURSES

Option 1

SHBBMUP001 Apply eyelash extensions

Total	**$**	**2,250.00**
☐ I would like to pay upfront	$	2,250.00 (1 payment)
☐ I will pay $1000 deposit and three additional payments of $417 for three months		

Option 2

SHBBFAS001 Provide lash and brow treatments

Total	**$**	**450.00**
☐ I would like to pay upfront	$	450.00 (1 payment)

Option 3

SHBBSPA003 Provide stone therapy massages

Total	**$**	**500.00**
☐ I would like to pay upfront	$	500.00 (1 payment)

Option 4

SHBBMUP001 Design and apply makeup

Total	**$**	**1,250.00**
☐ I would like to pay upfront	$	1,250.00 (1 payment)
☐ I will pay $750 deposit and two additional payments of $250 for two months		

Option 5

SHBBNLS001 Provide Manicure and Pedicare treatments

Total	**$**	**450.00**
☐ I would like to pay upfront	$	450.00 (1 payment)

Option 6

SHBBHRS001 Provide waxing services

Total	**$**	**1,000.00**
☐ I would like to pay upfront	$	1,000.00 (1 payment)

Option 7

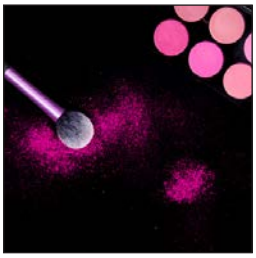
Dermal Therapies

Total	**$**	**2,500.00**
Student Contribution (Australian Academy interest free loan)	$	2,500.00
☐ I would like to pay upfront	$	2,500.00 (1 payment)
☐ I would like to pay weekly	$	104.00 (24 payments)
☐ I would like to pay fortnightly	$	208 .00 (12 payments)
☐ I would like to pay monthly	$	416 .00 (6 payments)

*Please Note: These Fees and charges are for the 2018 January Cohort and may change for further intakes, Please refer to website for current prices.

APPLICATION FOR ENROLMENT

Privacy Statement



Privacy Statement

The information collected in this form is required to facilitate your enrolment and will be handled and stored in line with the Australian Academy of Beauty and Spa Therapy's Privacy and Personal Information Procedures. The Academy reserves the right to verify any of the details you have provided on this form in order to assess your application.

Some information requested on this form is collected to comply with the reporting requirements of the Higher Education Support Act 2003 and will be disclosed to the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR) as well as other information regarding your studies with The Academy. If you access Commonwealth Assistance while enrolled with The Academy, information about you and the study you undertake will be provided to the Australian Taxation Office.

Declaration

I hereby apply for enrolment in the Australian Academy of Beauty and Spa Therapy and declare that the information I have provided in this form is correct. I understand that information about me and the study I undertake may be disclosed as described in the Privacy Statement or otherwise as required by law.

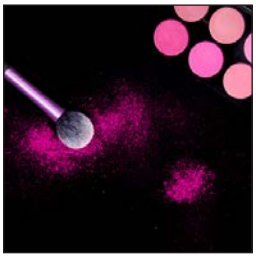
Student Signature: .....Date: .....

Parent or Guardian Signature: .....Date: .....
(If under 18)

VET Student Loan Request form dated: .....

APPLICATION FOR ENROLMENT

Training Agreement & Declaration of Understanding



Between: The Australian Academy of Beauty and Spa Therapy

(Emma's Secret Investments P/L RTO 90094)

and:

Student's name: .....

Address: .....

Date: .....

Name of Course: .....

The Academy agrees to supply quality training, assessment and resources in the above course as detailed in our Prospectus, Student Handbook and on our website. On successful completion of assessments this will result in a final qualification issued according to AQF qualifications issuance policy.

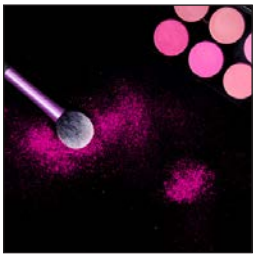
The Academy will adhere to all standards for Registered Training Organisations, maintain Fit and Proper Person and financial viability requirements and maintain legislative requirements.

The Academy will also

- The Academy will maintain the highest professional standards and comply with all requirements of the VET Quality Framework, and standards for registered training organisations regularly monitoring, reviewing and implementing practices for continual improvement.
- Comply with AQF requirements
- Issue AQF Certification Documents in accordance with AQF Qualification Issuance Policy
- Comply with relevant Commonwealth and State legislation and regulatory requirements
- Notify ASQA of any changes to our RTO details or changes that may affect our operations
- Provides staff trainers and assessors who are:
    - Qualified and experienced
    - Act professionally at all times
    - Dedicated to providing the highest level of beauty therapy training
    - Treat all students with respect
    - Undertake their duties with honesty, integrity and diligence
    - Maintain student confidentially
    - Conduct fair, valid and reliable competency based assessments
    - Represent The Academy ethically at all times
- Recruits students in a responsible and ethical manner and provides a caring, happy learning environment where all students, irrespective of age and nationality receive encouragement and help at all times. The Academy and teaching staff are committed to the nurture of the individual potential of each person

APPLICATION FOR ENROLMENT

Training Agreement & Declaration of Understanding



- Recognises the rights of all students, abides by the anti-discrimination and equal opportunity regulations and ensures all students also abide by these laws
- Treats all students fairly, providing external advice and support when needed. The Academy will take all reasonable steps to safe guard the interest and welfare and safety of students whilst on our premises
- Provide a fair and equitable refund policy with opportunity for extensions of time for certain circumstances
- Provides a grievance handling procedure that is fair and just
- Encourages student feedback at every stage of the course which is acted on for continuous improvement
- Provides students with the latest and most relevant beauty therapy techniques reflecting industry needs, with the latest facilities and equipment in a safe, healthy environment
- Undertakes to work as a team, and understand and respect the contribution of each team member
- Strives for total student satisfaction with all aspects of training, and takes every opportunity to ensure this occurs and that grievances are resolved fairly. All students will be aware of their contractual and financial agreements with us and receive a copy of their signed training agreement and VET Student Loan.
- Notify students within 20 days if there be significant changes to the Academy's operation including changes to onsite location of training and assessment, or changes to how a course is to be delivered. Students will also be notified if there is a change of ownership, or senior management..

The Student agrees to attend the college on the scheduled days, complete required assessments and abide by The Academy's rules and regulations and makes the following declaration:

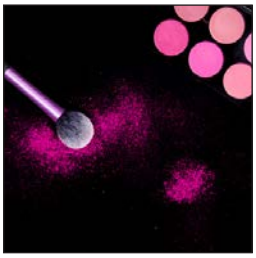
I hereby certify that I have read and understood the contents of the Australian Academy of Beauty and Spa Therapy Student Handbook, and understand the course structure, fee payment requirements and work experience requirements including providing signed work experience reports and completing the provided Student Log Book. I have also read and fully understand the VET Student Loan booklet, including eligibility criteria, withdrawal processes, deferral process and census date obligations. I understand and agree to abide by The Academy's rules and regulations.

The information contained in the Student Handbook has been explained to me and I have a sound understanding of The Academy's policies, procedures, rules and regulations outlined in this handbook including, but not limited to:

- Course information, content and vocational outcomes
- Details about flexible learning and assessment procedures
- Recognition of prior learning arrangements and recognition of AQF qualifications issued by other RTOs
- All work will be my own work, including assessments and I understand the Plagiarism policies and the consequences should plagiarism occur.

APPLICATION FOR ENROLMENT

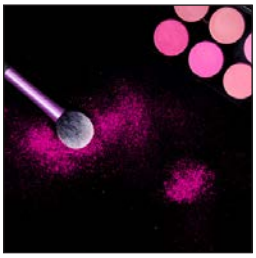
Training Agreement & Declaration of Understanding



- I agree to the terms and conditions of assessments and agree that the electronic signature policy can be used to validate the authenticity and integrity of my assessments and work throughout the duration of my studies and any other documentation on my online learning portal (Moodle). I acknowledge that the electronic signature policy provides an added assurance that my work is my own. I acknowledge signing consent under the policy.
- Disputed assessments and access to assessment records
- Rules for successful course completion
- Issuance of AQF qualifications in accordance with AQF Qualifications Insurance Policy
- Student selection and fairness procedures
- Personal information procedures and that information regarding my enrolment will be provided to various government departments as required by law
- That parents will be provided with information on request for any student less than 18 years old
- That any student over 18 years whose parents have paid their fees may access their records and seek information regarding progress and attendance
- Identifying learning needs
- Assistance with language, literacy and numeracy
- Grooming requirements
- Attendance requirements
- Disciplinary procedures
- Policy on making up days
- Deferral and withdrawal from studies
- Welfare and guidance services
- Student grievance handling
- Fees and charges
- including options for paying including payment up front, a loan through VET Student Loan scheme or quarterly payments or combination of first two options
- I also understand other fees not covered with VET Student Loan including uniform, and making up classes or re-assessment.
- VET Student Loan
- VET Student Loan assistance is a loan from the Commonwealth;
- a VET Student Loan will remain as a personal debt obligation until it is repaid to the Commonwealth;
- a VET Student Loan may reduce the person's take-home (after-tax) wage or salary until the debt is repaid and may affect the borrowing capacity of the person until the debt is repaid to the Commonwealth;
- a Request for Commonwealth Assistance form signed by the student applies to a loan for the entire VET Course of Study, charged on a unit by unit basis, unless the student pays some of the Tuition Fees up-front;

APPLICATION FOR ENROLMENT

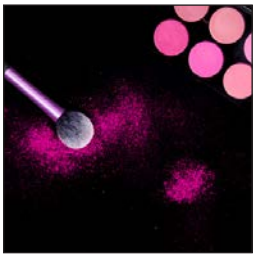
Training Agreement & Declaration of Understanding



- Census Date(s) will apply to each of the VET Units of Study in which the person enrols, with the student taking out a loan for any Tuition Fees that remain unpaid at the end of each Census Date;
- a student may cancel their enrolment by withdrawing from each VET Unit of Study on or before the Census Date in accordance with The Academy's Withdrawal and Refund Policy;
- withdrawal will result in the student not incurring a VET Student Loan debt; and/or receiving a refund for any up-front Tuition Fee payments made on or before the Census Date;
- a student may wish to seek independent financial advice prior to applying for a VET Student Loan.
- Including reading and understanding all aspects of the VET Student Loan booklet, amount of loan and fees
- I know how to access this information on the website and in Moodle
- I also know the location (website) of published tuition fees, published census dates and published withdrawal policy procedures
- Schedule of fees and census dates
- Withdrawals from course must be in writing and receipt acknowledged by Principal before advertised census date otherwise fees as per advertised schedule on our website are applicable according to VET Student Loan policies and procedures. An email request is sufficient and date of email sent is the effective date of withdrawal. (Please keep copy of email) Withdrawal and deferral must be applied for in writing and acknowledged by Principal to be effective. Keep a copy of this letter.
- I understand if I am enrolled in a unit past the census date but choose not to attend any classes or hand in any assignments, the academy is not obligated to find out why. I understand I will incur a VET Student Loan debt for that unit of study
- Applicable refund policy
- Tuition assurance arrangements
- Review procedures for re-crediting a Fee help balance
- Legislative requirements
- Requirement to complete an Application for Leave form for all absences
- Requirement to complete a Request for Further Time for any non completed theory or practical work
- I understand and agree that if I miss any class or clinic time without completing a request for additional time form, I will have failed the attendance requirements for that unit I will need to re-enrol in the unit of study
- I understand and agree that if I do not complete assessments which are part of the assessment on the stipulated day, and have not completed a request for additional time form, I will fail that unit
- Cost of graduation
- Access and equity policy and client services
- WHS requirements including students' responsibilities for cleaning and sanitizing
- Work experience expectations

APPLICATION FOR ENROLMENT

Training Agreement & Declaration of Understanding



I give permission for the Australian Academy of Beauty Therapy to retrieve my USI number from USI.gov.au should it be necessary.

I agree that any photographs taken of me whilst training may be used for advertising and promotional purposes. I understand I may cancel this at any time.

Additional information for IPL students

- I understand that I must have my Diploma Of Beauty Therapy, or relevant qualifications such as a nursing degree to be able to receive SIB70110 Graduate Certificate in IPL and laser hair reduction, as this knowledge is a prerequisite for the course
- I understand I must complete 200 hours of work placement with a registered laser provider. This may be a combination of external and internal hours.
- I understand my workplace supervisor is required to sign and complete my log book to reflect my hours and case studies required for this course
- I understand that should I be completing SIB70110 Graduate certificate in Intense Pulsed Light and Laser Hair reduction in conjunction with SHB50115 Diploma of Beauty Therapy, the Diploma requirements including clinic hours take priority.

Please Note.

The policies and procedures and agreed services and conditions may change from time to time and the Academy reserves the right to make these changes. students will be advised of any changes 21 days before they come into effect and would generally not disadvantage students. Student have the right to access our complaints and appeals policy if they feel proposed changes will unduly affect them

Name..... Signature.....

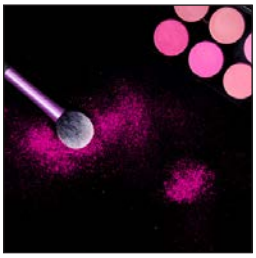
Parent's Signature .....
if under 18 years

CEO.....Date:.... .....

If under 18 and independent, proof of independence must be provided eg: Youth Allowance ☐

OWN YOUR OWN URBAN SPA

Imagine working in beautiful tranquil surroundings every day!
Imagine working hours that suit your family lifestyle!
Imagine an income that will ensure yours and your family's security!
These dreams can become a reality when you become an Urban Spa owner.
For further information please visit:
http://www.urbanspa.com.au/pdf/UrbanSpaFranchiseInfoPack200912.pdf



Urban Spa

URBAN SPA
FRANCHISE INFORMATION

Urban Spa

WELCOME TO URBAN SPA

Imagine working in beautiful surroundings every day...

Imagine working hours that suit your lifestyle...

Imagine working to secure your financial future...

Join Urban Spa and share our dreams.

VISION

Urban Spa will maintain its reputation as market leaders in the Beauty Industry and successfully expand nationwide, whilst continuing to offer clients the most advanced skin care advice, treatments and products.

MISSION

Urban Spa is dedicated to give our clients the ultimate spa experience, in a modern, tranquil and informative environment, with treatments offering to pamper, nurture and release tension and promote harmony into our busy lives.

OUR HISTORY

Urban Spa has grown from Suzanne's Home of Beauty, Baulkham Hills (1980) to become the company it is today. In 1983, a second salon opened in Castle Hill and the Baulkham Hills salon had the addition of a Beauty Academy. By 1990 the Australian Academy of Beauty & Spa Therapy was well established and became a registered training organisation in 1998 being one of the first beauty therapy training schools to be Government accredited.

Suzanne's Home of Beauty moved to larger premises in Castle Hill and was renamed Emma's Secret. The success continued with salons opening in Wahroonga, Beecroft and Chatswood over the years. The need for a quality Australian made skin care range was evident and this gave way to the development of our own products, which were used professionally in the salons and available for retail at an affordable price.

In 2006, the company launched its new concept day spa and the first Urban Spa located at Breakfast Point was opened. It offered the latest in beauty therapy with a spa experience. The Emma's Secret salons were then transformed into the modern Urban Spa. In 2007, Urban Spa Avalon opened. It is also during this time the Australian Academy of Beauty & Spa Therapy moved from its premises at Castle Hill to a purpose built facility at Norwest and expanded to a second premises at North Strathfield. The Australian Academy of Beauty & Spa Therapy now has four campuses including Chatswood and Kogarah.

Urban Spa Rhodes and Neutral Bay opened in 2010 followed by Macquarie 2014 and Kellyville in 2015. Most recently Double Bay and Rozelle opened in 2016, being our eleventh and twelfth Day Spa respectively.

OUR SUCCESS

Urban Spa is a successful business with twelve (12) Urban Spa salons in NSW offering the ultimate spa experience. Urban Spa Manufacturing provides the ultimate in skin care products and the Australian Academy of Beauty & Spa Therapy, one of Australia's largest Beauty Therapy Academies provide training and staff.

The secret of Urban Spa success has been its ability to adapt and change with client and beauty industry demands. The demands for high quality treatments and customer service, the demand for great Australian made skin care products and the demand for on-going beauty therapy training.

Urban Spa evolved in response to a need for a spa experience in the suburbs. It filled the gap between the large hotel destination spa and the local beauty salon. The Urban Spa focuses on providing clients with spa experiences that relax, renew, rejuvenate and restore the spirit, in beautiful tranquil surroundings.

The Australian Academy of Beauty & Spa Therapy provides all aspects of Beauty Therapy training. With over 30 years experience the Australian Academy of Beauty and Spa Therapy has trained many successful salon owners. It is a Government registered training organisation, providing the latest training for Spa Owners, Spa Managers and Beauty Therapists whilst ensuring industry changes and accredited qualifications are current.

In today's business market, it is not easy to survive on your own. Urban Spa believes in working as a team. The Urban Spa team comprises of industry experts in areas of marketing, training, management and product research. As an owner of an Urban Spa you will utilize this expertise, allowing you to concentrate on running your business.

OUR PRODUCTS

The Urban Spa skin care range was formulated nearly 20 years ago by Australia's leading aroma-therapists, cosmetic chemists and beauty therapists in response to client demand for Australian Made products. Designed to treat the very specific needs of Australian skins, the Urban Spa skin care range is particularly aimed at delaying premature ageing due to the harsh Australian environment.

Urban Spa skin care range are the perfect synergy of nature and science, combining the ancient wisdom and healing forces of plant and flower extracts, vitamins and anti-oxidants with the latest scientific technology to bring fast effective results to create beautiful skin. Urban Spa products are also rich in healing essential oils, releasing stress and tension and bringing tranquility, balance and harmony into our busy lives.

The Urban Spa product continues to develop its range and introduce new products to meet client demands. The Urban Spa skin care is available for professional use in the salon and for retail purchase for clients who want to continue the Urban Spa experience in the home.

WHY URBAN SPA?

The combination of 30 years beauty therapy experience, excellence in treatments and skin care products ensures the continued success of Urban Spa.

Urban Spa is the concept of style, the ultimate spa experience, with the reputation for the best quality of service and offers you the marketing, training and support.

AMBIANCE Urban Spa provides clients with a beautiful, relaxing and informative environment.

REPUTATION Urban Spa has a reputation for providing the highest quality of treatment, services, skin care advice and products.

MARKETING Urban Spa uses a successful combination of direct marketing through pamphlet, email and paper advertising as well as loyalty club program and the website.

TRAINING Our registered training organisation The Australian Academy of Beauty & Spa Therapy provides the latest training for you, your manager and your team, ensuring you are keeping up with industry changes and qualifications. DVD's detailing all treatments are supplied for training purposes.

SUPPORT Urban Spa specialises in all aspects of the beauty industry from training to marketing and business management and that is why with over 30 years experience, support is only a phone call away.

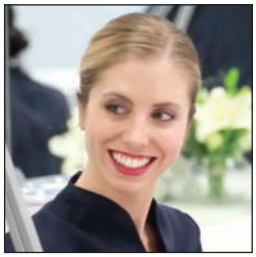
INCENTIVES Owners and staff are able to participate in wonderful incentives including overseas trips, prizes and product discounts.

TESTIMONIALS

Lisette

I'm very happy I made the decision to study here I love the small class sizes and we get a lot of individual attention from our trainers.

The College is beautiful, the facilities are impeccable. The College has such a high standard of professionalism that really shines through.



Olivia

One of the reasons I chose this College was we were able to practice in a real day spa on paying clients. Then when we get out into the real world, we will be completely confident. I needed a course with flexibility as my partner is often away, and the course was perfect for that giving me a lot of support when needed.

The trainers are amazing, so helpful and knowledgeable. I had spoken to some girls who had already studied here and they couldn't speak highly enough of the College.

Emma

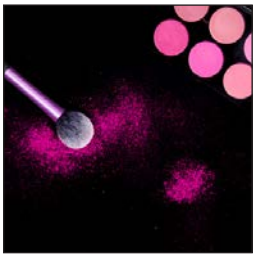
The College was recommended to me by so many people. The trainers are fantastic and you get so much support. It's just such a lovely welcoming place to come to each day.

Jessica

Everyone is so caring, like the atmosphere of the College, it's a really friendly place and it's like we are all family. I like the small class sizes and we have the latest equipment.

OTHER POLICIES

Student Admission Procedures for Approved Courses



Overview

Emma's Secret Investments Pty Ltd (The Australian Academy of Beauty and Spa Therapy) supports the concept of equal opportunity and is committed to providing all applicants equity of access to its courses. This policy is designed to clearly set out the selection and admission requirements for approved courses offered by The Australian Academy of Beauty and Spa Therapy.

Definitions

For the purposes of this document the following applies:

The Act: Refers to the *VET Student Loans Act 2016*

Student: refers to an eligible student who uses a VET Student Loan to pay all or part of their tuition fees.

Approved Course: refers to a course that has been approved for eligible Students to use a VET Student Loan to pay for all or part of their tuition fees.

Tuition Fees: refers to fees paid for an Approved Course.

Potential Student: refers to all persons seeking to enrol in an Approved Course.

The Department: refers to the Commonwealth of Australia represented by the department which has the responsibility for administering the *VET Student Loans Act 2016.*

1.0 Fair Treatment and Equal Benefits and Opportunity

1.1 The Australian Academy of Beauty and Spa Therapy will treat fairly all Students and Potential Students.

1.2 The Australian Academy of Beauty and Spa Therapy has open, fair and transparent procedures, based on merit for making decisions about:

a) the selection, from among Potential Students; and

b) the treatment of Students.

1.3 Potential Students seeking to enrol in an Approved Course with The Australian Academy of Beauty and Spa Therapy, regardless of their background, circumstances or eligibility for funding will be assessed for entry to study through the same published entry requirements and through the same process.

1.4 The above undertakings do not prevent The Australian Academy of Beauty and Spa Therapy taking into account that Students may be enrolled in an Approved Course through an arrangement that was entered into between The Australian Academy of Beauty and Spa Therapy and an employer or industry body and limits or restricts enrolments in some or all of the places in the Approved Course.

2.0 Student Selection

2.1 Entry requirements for approved courses

To be eligible for entry into the SHB50115 Diploma of Beauty Therapy and SHB50216 Diploma of Salon Management potential student must attend an information evening.

This is to ensure the prospective student displays a real interest in the course and understands the commitments of the course.

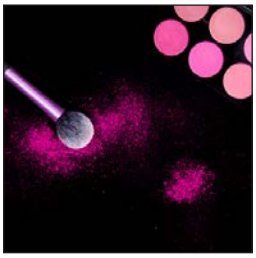
It is also important the Academy believes the student is academically suited to the course.

2.2 Academic suitability requirements

To undertake an Approved Course a Student must be academically suited.

OTHER POLICIES

Student Admission Procedures for Approved Courses



A Student is academically suited when:

- The Student has met The Australian Academy of Beauty and Spa Therapy's entry requirements for the Approved Course (set out above); and
- The Australian Academy of Beauty and Spa Therapy believes on reasonable grounds that the Student is academically suited to undertake the Approved Course; and
- The Student satisfies one of the following requirements:
    - The Australian Academy of Beauty and Spa Therapy obtains a copy of a Senior Secondary Certificate of Education that has been awarded to the Student by an agency or authority of a State or Territory for the student's completion of Year 12; or
    - The Student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy using an approved assessment tool, and The Australian Academy of Beauty and Spa Therapy reasonably believes that the Student displays that competence; or
    - The Australian Academy of Beauty and Spa Therapy obtains a copy of a certificate that a qualification at level 4 or above in the Australian Qualifications Framework has been awarded to the Student, and the course for the qualification was delivered in English.

If a Student does not have a Senior Secondary Certificate of Education or certificate of a qualification at level 4 or above (delivered in English) then The Australian Academy of Beauty and Spa Therapy will assess the Student's competence at or above Exit Level 3 in the ACSF reading and numeracy using the Core Skills Profile for Adults (CSPA). This process will be conducted with honesty and integrity.

If a student is required to be assessed using the LLN tool, you will be emailed the procedure to access this tool prior to enrolment confirmation. You will also be advised of a support person should you need clarification on any matter. Results of the testing will be emailed to you as soon as practicable after the assessment

Your results will be downloaded by our staff and you will be informed of the results as soon as practicable after the assessment. The Secretary of the Department of education may obtain these results upon request. These results are retained for at least 5 years in our Wisenet management system. The test has two parts:

- **Reading tasks** are based on a broad range of texts designed or chosen for their authenticity and relevance to the lives of adult students.

  Reading questions are presented to students in a simulated online reading environment. A split screen is used to allow a dedicated area for each text, with questions located in a separate screen opposite.

- **Numeracy**

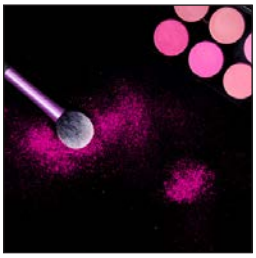
  The CSPA numeracy assessment provide diagnostic feedback on the learner's performance in the focus areas of:

    - Problem solving
    - Number and algebra
    - Measurement and geometry
    - Statistics and probability

The test must be conducted with honesty and integrity.

OTHER POLICIES

Student Admission Procedures for Approved Courses



2.3 Other requirements

All prospective students are to have a one on one interview with the CEO of The Academy or another senior manager. This is to ensure prospective students display a real interest in the course, and understand the commitments of the course.

A high standard of grooming and a caring nurturing personality are other requirements to being a successful beauty therapist.

HLTAID003 Provide first aid must be completed before starting practical part of course.

Students to supply

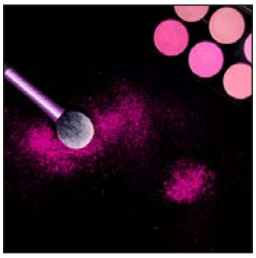
- Notebook, stationery for class
- Laptop, or ipad recommended for class but not essential
- Computer and internet required at home for research and theory assessments
- Unique email address
- Uniform (cost $135)
- Closed in flat rubber soled shoes

3.0 Communicating to Potential Students Prior to Enrolment

3.1 The Australian Academy of Beauty and Spa Therapy will ensure that Potential Students are fully informed of the Tuition Fees and any other fees that apply to the Approved Course; and are clear about their responsibilities, obligations and rights if they enrol in an Approved Course; and are clear about their responsibilities, obligations and rights if they apply for a VET Student Loan.

3.2 Before enrolling a Potential Student in an Approved Course, The Australian Academy of Beauty and Spa Therapy will provide each applicant the following information:

- all information required to be provided under the Standards for NVR Registered Training Organisations that relates to ensuring that each Student is properly informed and protected;
- the Tuition Fees for the Approved Course;
- any fees other than Tuition Fees that are payable for the Approved Course;
- the Student's options for paying Tuition Fees, including payment by the student as fees become due; and/or a VET Student Loan;
- information about VET Student Loans, including that it is a loan from the Commonwealth; and that the loan will remain a personal debt until it is repaid to the Commonwealth; and that the loan may, until the debt is repaid, reduce a Student's take-home (after-tax) wage or salary and may reduce the Student's borrowing capacity; and that a Student may wish to seek independent financial advice before applying for a loan.
- the criteria for being an eligible student for a VET Student Loan and the application process for a VET Student Loan.
- an explanation that the Student may be required during the Approved Course to communicate their agreement to the Secretary to continue to use the VET Student Loan to pay Tuition Fees for the Approved Course.
- the maximum amount of a VET Student Loan that may be available for the Approved Course and an explanation that the amount of the loan cannot be greater than the Student's remaining FEE-HELP balance;



- the amount of HELP debt the Student would accrue if the Student received the maximum amount of VET Student Loan for the Approved Course and that the debt could be up to 120% of the loan;
- an explanation that the Tuition Fees will be reasonably apportioned across a specified number of sequential fee periods and that each fee period will contain at least one census day;
- information about census days, including the meaning of a census day; and that a Student may cancel their enrolment in the Approved Course or part of the Course using The Australian Academy of Beauty and Spa Therapy's procedure for withdrawal; and if a Student withdraws before the census day for an Approved Course or part of a Course, the Student will not incur a VET Student Loan debt for the Approved Course or part of the Course and will receive a refund for any tuition fees already paid for the Approved Course or part of the Course;
- how to access on The Australian Academy of Beauty and Spa Therapy's website the Tuition Fees for the Approved Course; the census days for the Approved Course; The Australian Academy of Beauty and Spa Therapy's procedures for withdrawal from the Approved Course and cancellation of enrolment; and other procedures relevant to the Student.
- advice that it is important for an enrolled Student to notify on The Australian Academy of Beauty and Spa Therapy of any change of contact details.

3.3 The Australian Academy of Beauty and Spa Therapy will retain the information provided to a student before enrolment as specified above for a period of at least 5 years.

4.0 Application and Enrolment Process

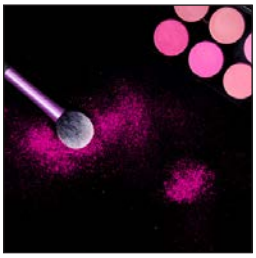
4.1 Student reads all course information on our website, in Prospectus and student handbook. The prospective student is invited to attend an information evening to ensure they understand the course and policies and procedures. CEO personally discusses all aspects of the course with prospective students.

4.2 Once a student has received all the information and viewed the facilities they may enrol by completing an enrolment form, USI number, and identification (copy of citizenship papers if not born in Australia).

4.2 The CEO assesses the application against the course entry requirements and academic suitability requirements. Where the application is not complete or if further information is required to make an assessment of whether the Potential Student has met the course entry requirements and academic suitability requirements, the applicant will be given the opportunity to provide further information.

4.3 Potential Students who do not meet the course entry requirements and academic suitability requirements will be notified in writing of the reasons for non-acceptance. Unsuccessful applicants will be advised of their right to appeal the decision and how to access the appeals process.

4.4 Potential Students who meet the course entry requirements and academic suitability requirements will be sent a Letter of Offer confirming their place in the Approved Course subject to a one on one interview with CEO or senior management of The Academy. Following acceptance of the offer the applicant is sent information about enrolment explaining all aspects of the Approved Course including start date, payment options and details of student orientation. Included in the information provided to



Students will be full details of any and all fees applicable to the Approved Course including any fees other than Tuition Fees that may apply. In the case of fees that are not Tuition Fees The Australian Academy of Beauty and Spa Therapy will ensure that Students understand that the fees are not for tuition; the purpose of the fees; the student's total liability for the fees; and when and how the fees are to be paid. Fees will never be charged for assessments to determine whether a student is academically suited to undertake an Approved Course or applying for enrolment, or enrolling in, an Approved Course.

4.5 A record of the Student's enrolment, including the date and time of enrolment in the Approved Course will be maintained for a period of at least 5 years.

5.0 Application for VET Student Loan

5.1 An application for a VET Student Loan must not be made until at least 2 business days after a Student enrols in an Approved Course and can be made up until the census day for the Approved Course or part of the Course. Applications must be signed by the Student. Where the Student is under 18 years of age the application must be co-signed by a responsible parent (if the Student has a responsible parent and the Student has not received youth allowance (within the meaning of the *Social Security Act 1991*) on the basis that the Student is independent.

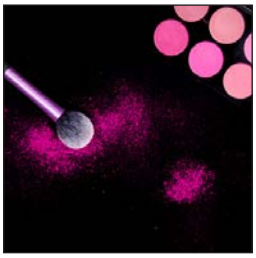
5.2 If a Student applies for a VET Student Loan The Australian Academy of Beauty and Spa Therapy will collect and verify the following information from applicants:

- information about the Student's identity and date of birth;
- if the Student is under 18, information that one of the signatories on the application is a responsible parent of the Student or the Student has received youth allowance (within the meaning of the Social Security Act 1991) on the basis that the Student is independent;
- information and documents to establish that the Student meets the requirements of section 11 of the Act including:
- details of citizenship and residency
- details of academic suitability (as per this procedure);
- if the Student has applied for, but not been issued with, a tax file number, a certificate from the Commissioner that the student has applied for a tax file number.

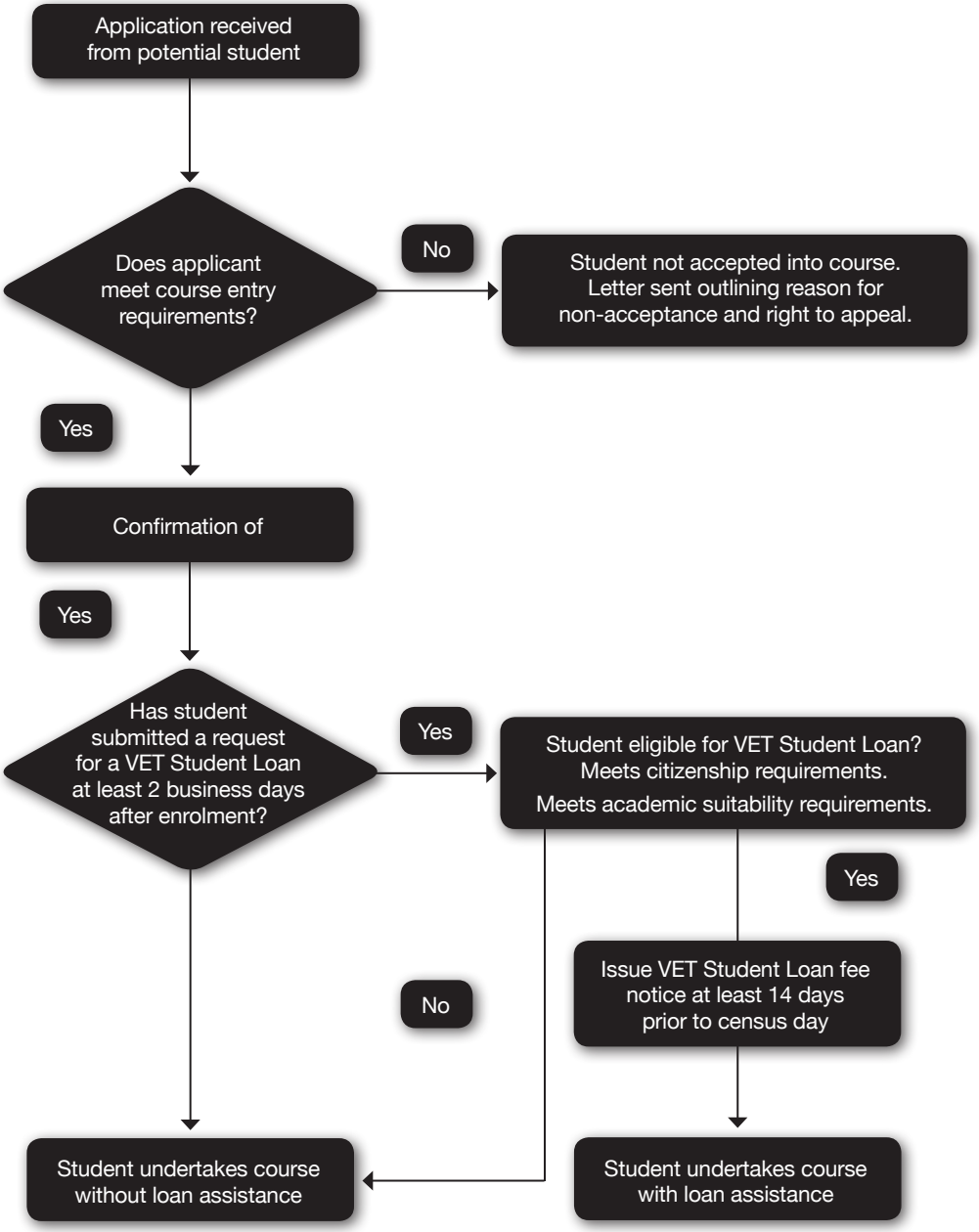
5.3 Information and documents collected for the purposes of, or in relation to, an application by a Student for a VET Student Loan (including the date and time the application is received) will be kept for a period of at least 5 years.

6.0 Publication January 23rd 2017

6.1 These *Student Admission Procedures for Approved Courses* will be made available to Students and Potential Students through publication on the website: www.australianacademyofbeautytherapy.com.au

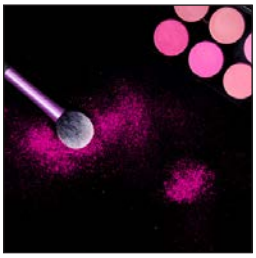


7.0 Enrolment Process Flow



COURSE PROGRESS

Student Withdrawal Procedures and Refund Policy for Approved Courses



Definitions

Student: refers to an eligible student who uses a VET Student Loan to pay all or part of their tuition fees.

Course: refers to a course that has been approved for eligible Students to use a VET Student Loan to pay for all or part of their tuition fees.

Tuition Fees: refers to fees paid for a Course.

Census Day: refers to a published date set by an approved course provider for each fee period that is at least 20% of the way through the fee period.

1. Withdrawal from a Course

A withdrawal of a Student's enrolment in a part of a Course before the Census Day for that part of the Course must be in accordance with this policy.

A Student of Emma's Secret Investments Pty Ltd (The Australian Academy of Beauty and Spa Therapy) who wishes to withdraw from a Course must do so by completing a Withdrawal Form available on our website: www.australianacademyofbeautytherapy.com.au and sending it by email to: Bianca@aabt.com.au

The Australian Academy of Beauty and Spa Therapy will not charge any fees for a Student to withdraw or impose any barriers on a Student that seeks to withdraw from a Course or part of a Course.

Where a Student has earlier withdrawn from a part of a Course they may apply to re-enrol in a part of the Course by contacting Bianca@aabt.com.au

Where a Student withdraws from a Course, or a part of a Course The Australian Academy of Beauty and Spa Therapy will not, after the withdrawal, enrol the Student in a Course or a part of a Course without the written permission of the Student (which must be given after the withdrawal).

2. Refunds

In the event of a Student withdrawing from part of a Course before the Census Day for that part of the Course, the Student will not incur a VET Student Loan debt for that part of the Course and will receive a refund for any up-front payment of Tuition Fees for that part of the Course.

In the event of a Student withdrawing from a part of the Course on or after the Census Day for that part of the Course no refund is applicable and the Student will incur a VET Student Loan debt for that part of the Course.

3. Payment of Refunds

Refunds will be paid within 30 days of the Census Day of that part of the Course to which the withdrawal applies.

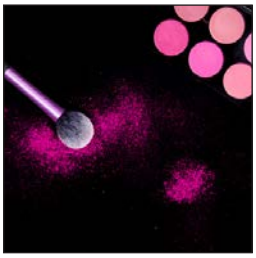
5. Publication January 23rd, 2017

This Withdrawal and Refund Policy for Approved Courses is made available to Students and persons seeking to enrol with The Australian Academy of Beauty and Spa Therapy by publication on the website: www.australianacademyofbeautytherapy.com.au.

This refund policy will also form part of enrolment information.

COURSE PROGRESS

Refund Policy for Fee for Service



Refund Policy for Fee for Service

Our course costs consist of a VET Student loan component and /or a Fee for Service.

The Fee for Service is paid over the duration of the course or upfront according to the Fee schedule on the student's Ezi Debit application.

Duration of course is as follows.

SHB50115	Diploma of Beauty Therapy	11 months
SHB40115	Certificate IV in Beauty Therapy	11 months
SHB50216	Diploma of Salon Management	6-9 months
SIB70110	Vocational Graduate Certificate in Intense Pulsed light and Laser Hair reduction	6 months

Should a student wish to withdraw, and the withdrawal is provided in writing to the Principal, no further fees are payable from the date of the withdrawal.

There will not be a refund for any fee period and tuition period that has passed.

Should a student have paid in full for her course, the remaining part of the course from the month of withdrawal will be refunded.

Example

Student pays for the Vocational Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction in full $7500. Student withdraws after 4 months.

Amount payable is 4 months @ $1250	$5000
Amount refunded is	$2500
Total	$7500

Students are encouraged to complete the structured workplace learning segment of their course in order to obtain the relevant statements of attainment for the completed theory component.

Should the Academy not proceed with a course, or cancel a course, or stops providing a course after it has started, all fees paid will be refunded.

Refunds are paid within 14 days of receipt of withdrawal form.

Note

Students have a minimum 2 days cooling off period for both activation of Vet Student Loan and payment of student contribution of fees.

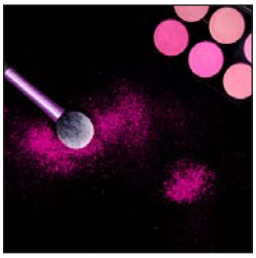
Students may access our complaints and appeals policy if they are unhappy with any part of the refund process.

Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: Australian Consumer Law.

OTHER POLICIES

Student Review Procedures for Re-crediting a FEE-HELP Balance



Overview

This policy relates to the process Emma's Secret Investments Pty Ltd (The Australian Academy of Beauty and Spa Therapy) will follow to re-credit a Student's FEE-HELP balance when a Student withdraws from a course, or part of a course on or after Census Day, or where a course is not provided to completion.

Definitions

The Act: Refers to the *VET Student Loans Act 2016*

Student: Refers to students who have requested a VET Student Loan to pay tuition fees for their course, or part of their course in which they are enrolled.

Census Day: A published date set by an approved course provider for each fee period that is at least 20% of the way through the fee period.

Tuition Fees: Fees paid for an approved course through a VET Student Loan.

The Department: The Commonwealth of Australia represented by the department which has the responsibility for administering the Act.

1.0 General Principles

1.1 A Student who withdraws from a course before the Census Day will not incur a VET Student Loan debt for that part of the course that the Census Day relates to.

1.2 Students who remain enrolled on or after the published Census Day will incur a VET Student Loan debt for that part of the course that the Census Day relates to.

1.3 Under Part 6 of the Act a Student may apply to have their FEE-HELP balance re-credited under certain circumstances.

1.4 There is no charge for consideration of an application or review of the initial decision. There may be a charge for a review by the Administrative Appeals Tribunal.

1.5 The Australian Academy of Beauty and Spa Therapy will ensure that a Student is not victimised or discriminated against for making an application for re-crediting the Student's FEE-HELP balance under Part 6 of the Act or seeking a review of the initial decision.

2.0 Re-crediting a FEE-HELP Balance due to special circumstances

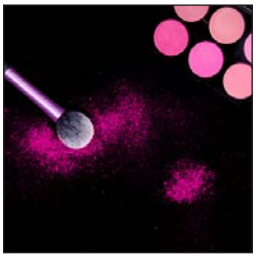
2.1 Under section 68 of Part 6 of the Act, Students who withdraw from a course on or after a published Census Day may apply to have their FEE-HELP balance re-credited with respect to that part of the course that the Census Day relates to if they believe special circumstances apply.

2.2 The Australian Academy of Beauty and Spa Therapy will re-credit the Student's FEE-HELP balance if it is satisfied that special circumstances apply where:

- these circumstances were beyond the Student's control; and
- these circumstances did not make their full impact on the Student until on or after the Census Day for the course or part of the course; and
- these circumstances were such that it was impracticable for the Student to complete the requirements for the course, or part of the course during the Student's enrolment in the course, or part of the course.

OTHER POLICIES

Student Review Procedures for Re-crediting a FEE-HELP Balance



2.3 For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

2.4 Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET Student Loans; or
- a Student's incapacity to repay a VET Student Loan (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

2.5 Each application for re-credit of a Student's FEE-HELP balance based on special circumstances will be considered on its merits together with all supporting documentation substantiating the claim.

2.6 The CEO is the designated officer responsible for the assessment of a Student's request for a re-credit of their FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

2.7 A Student must apply in writing to the Principal at The Australian Academy of Beauty and Spa Therapy, 28-32 Lexington Drive, Bella Vista NSW 2153 within 12 months after the Census Day for the course, or the part of the course. The Australian Academy of Beauty and Spa Therapy has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.

2.8 The application for re-crediting a FEE-HELP balance must include details of:

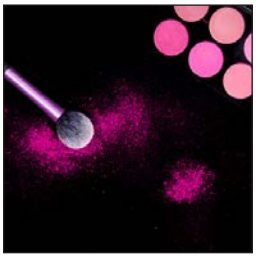
- those parts of the course for which a Student is seeking to have a FEE-HELP balance re-credited; and
- the special circumstances as referred to above, including supporting documentation.

2.9 The Australian Academy of Beauty and Spa Therapy will consider each application as soon as practical but no later than 28 days of receipt of the application. If The Australian Academy of Beauty and Spa Therapy is satisfied that special circumstances prevented, or will prevent, the Student from completing the requirements of the course, or part of the course the Student's FEE-HELP balance will be re-credited equal to the amount of the VET Student Loan for the affected parts of the course. Applicants will be notified in writing of the decision within 28 days, including reasons for the decision.

2.10 The Secretary of the Department may re-credit a Student's FEE-HELP balance in relation to special circumstances if The Australian Academy of Beauty and Spa Therapy is unable to act or is being wound up or has been dissolved or has failed to act and the Secretary of the Department is satisfied that the failure is unreasonable.

OTHER POLICIES

Student Review Procedures for Re-crediting a FEE-HELP Balance



3.0 Review of a decision to re-credit a FEE-HELP Balance due to special circumstances

3.1 Where The Australian Academy of Beauty and Spa Therapy makes a decision NOT to re-credit a Student's FEE-HELP balance that decision may be subject to review.

3.2 If a Student is not satisfied with the decision made by The Australian Academy of Beauty and Spa Therapy, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:

- be made within 28 days of receipt of the original decision;
- include the date of the original decision;
- state fully the reasons for applying for the review;
- include any additional relevant evidence.

3.3 Applications should be made in writing to the CEO at The Australian Academy of Beauty and Spa Therapy, 28-32 Lexington Drive, Bella Vista NSW 2153 as the designated Review Officer of any decisions relating to a request for re-crediting of a FEE-HELP balance. The Review Officer is senior to the designated officer responsible for the original decision and was not involved in making the original decision to be reviewed.

3.4 The Review Officer will:

- acknowledge receipt of the application for review of a decision in writing within 10 working days; and
- inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

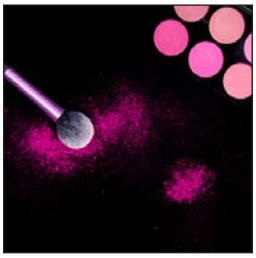
3.5 The Review Officer will then:

- review the information from the original decision and then assess any new evidence provided by the Student;
- provide written notice to the Student of the decision, setting out the reasons for the decision;
- inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and time lines involved (see below).

4.0 Reconsideration by the Administrative Appeals Tribunal

4.1 At the time of the original decision, and at the time of the subsequent review decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The application must be lodged at the AAT within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the AAT.

Student Review Procedures for Re-crediting a FEE-HELP Balance



4.2 Full details of the application process and fees payable are available on the AAT's website: www.aat.gov.au. An application fee may have to be paid in the amount of $884 and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details. Details of the closest AAT office can also be found on the AAT website: www.aat.gov.au/ContactUs.htm and are shown in Appendix 1 of this document.

4.3 The Secretary of the Department, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Department's receipt of a notification from the AAT, the Department will notify The Australian Academy of Beauty and Spa Therapy that an appeal has been lodged. Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents that are relevant to the appeal within five business days.

5.0 Re-crediting a FEE-HELP Balance due to provider behaviour

5.1 Under section 71 of part 6 of the Act a Student may apply to the Secretary of the Department if:

- The Australian Academy of Beauty and Spa Therapy, or a person acting on The Australian Academy of Beauty and Spa Therapy's behalf, engaged in unacceptable conduct in relation to the Student's application for the VET Student Loan; or
- The Australian Academy of Beauty and Spa Therapy has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the Student.

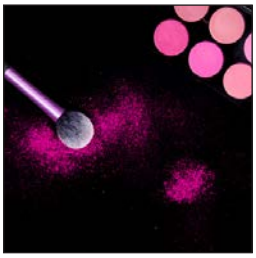
5.2 A Student must apply in writing to the Secretary of the Department within 5 years after the Census Day for the course, or the part of the course, concerned, or within that period as extended by the Secretary of the Department.

6.0 Publication January 23rd 2017

6.1 These procedures are published on the The Australian Academy of Beauty and Spa Therapy website: www.australianacademyofbeautytherapy.com.au to ensure Students have up to date and accurate information publicly available to them.

APPENDIX I

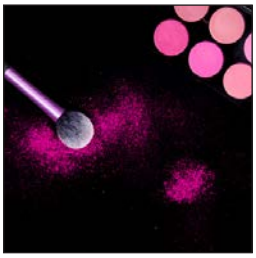
Location of AAT Offices



STATE OR TERRITORY	PHYSICAL LOCATION	POSTAL DETAILS	CONTACT NUMBERS
ACT	Level 8 14 Moore St Canberra ACT 2601	GPO Box 9955 Canberra ACT 2601	Phone: 1800 228 333 Fax: 02 6243 4600
New South Wales	Level 7 55 Market St Sydney NSW 2000	GPO Box 9955 Sydney NSW 2001	Phone: 1800 228 333 Fax: 02 9283 4881
Queensland & Northern Territory	Level 4 Harry Gibbs Building Commonwealth Law Courts 119 North Quay Brisbane QLD 4000	GPO Box 9955 Brisbane QLD 4001	Phone: 1800 228 333 Fax: 07 3361 3001
South Australia	11th Floor Chesser House 91 Grenfell St Adelaide SA 5000	GPO Box 9955 Adelaide SA 5001	Phone: 1800 228 333 Fax: 08 8201 0610
Tasmania	Edward Braddon Building Commonwealth Law Courts 39–41 Davey St Hobart TAS 7000	GPO Box 9955 Hobart TAS 7001	Phone: 1800 228 333 Fax: 03 6232 1601
Victoria	Level 16 HWT Tower 40 City Rd Southbank VIC 3006	GPO Box 9955 Melbourne Vic 3001	Phone: 1800 228 333 Fax: 03 9282 8480
Western Australia	Level 5 111 St Georges Terrace Perth WA 6000	GPO Box 9955 Perth WA 6001	Phone: 1800 228 333 Fax: 08 9327 7299

OTHER POLICIES

Statement of VET Tuition Assurance



Introduction

1. Tuition assurance protects students in the event a course provided by an approved VFH provider ceases to be provided after it starts but before it is completed.

2. As an approved VET provider under the Higher Education Support Act 2003, Emma's Secret Investments Pty Ltd ABN: 88089942647 ACN: 089942647 must meet the VET tuition assurance requirements or be exempt from those requirements.

3. It is intended that, from 1 January 2018, , Emma's Secret Investments Pty Ltd will be exempted from the requirement to meet the VET tuition assurance requirements. Instead, , Emma's Secret Investments Pty Ltd is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.

4. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and , Emma's Secret Investments Pty Ltd obligations from that date.

5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Emma's Secret Investments Pty Ltd website and advised to all students that have enrolled in the intervening period.

What happens if, Emma's Secret Investments Pty Ltd ceases to provide an eligible VET course of study?

Information for affected students

6. Emma's Secret Investments Pty Ltd will notify affected students in writing that an eligible VET course of study is no longer provided within 2 business days after , Emma's Secret Investments Pty Ltd ceases to provide the course.

7. As soon as practicable, Emma's Secret Investments Pty Ltd will also update its website to reflect that the course is no longer being delivered and to give students information about the tuition assurance arrangements.

Replacement courses

8. The Commonwealth Department of Education and Training (the Department) (or a consultant engaged by the Department) will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.

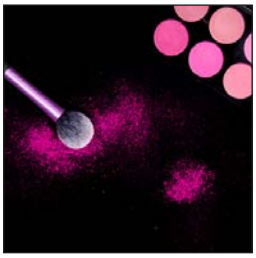
9. Replacement courses must meet the following requirements:

   - the course must lead to the same or comparable qualification as the original course;
   - the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;
   - the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
   - the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.

10. Affected students will be offered a replacement course and may seek a review about

OTHER POLICIES

Statement of VET Tuition Assurance



whether the course offered to them meets the requirements for replacement courses.

11. A student who accepts the replacement course offered will not be required to pay the replacement provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.

12. A student who accepts the replacement course offered will also receive course credits for parts of the original course successfully completed by the student, as evidenced by:

    - a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or
    - a copy of an authenticated VET transcript issued by the Student Identifiers registrar.

13. Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.

14. If an affected student enrols in a course that is not a replacement course, the student may be required to pay additional tuition fees, and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

Re-crediting of students' FEE-HELP balances

15. Where there is no suitable replacement course for a student, the Department (or a consultant engaged by the Department) will notify the student that he or she may apply to , Emma's Secret Investments Pty Ltd to have their FEE-HELP balance re-credited for the affected parts of the original course. The student may nominate the Department (or a consultant engaged by the Department) to make the application on the student's behalf.

16. Emma's Secret Investments Pty Ltd will consider students' applications as soon as practicable and notify them of the decision about the application, together with a statement of reasons for the decision. If an application for a re-credit is accepted, the amount re-credited will be equal to the amount of VET FEE-HELP assistance received by the student for the affected VET units of study.

Prepaid fees

17. For tuition fees paid up-front greater than $1500, , Emma's Secret Investments Pty Ltd has in place membership of ACPET's Australian Student Tuition Assurance scheme

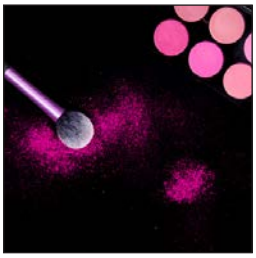
18. For tuition fees paid up-front below $1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from Emma's Secret Investments Pty Ltd if Emma's Secret Investments Pty Ltd fails to provide the agreed services. Emma's Secret Investments Pty Ltd has in place a Refund Policy If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Record keeping

19. It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.

OTHER POLICIES

Tuition Assurance Procedures



Definitions

Approved Course: refers to a course that has been approved for eligible students to use a VET Student Loan to pay for all or part of their Tuition Fees.

The Rules: refers to the VET Student Loans Rules 2016.

1. When The Australian Academy of Beauty and Spa Therapy ceases to provide an Approved Course

If for any reason The Australian Academy of Beauty and Spa Therapy ceases to provide an Approved Course after it starts but before it is completed then The Australian Academy of Beauty and Spa Therapy will:

(a) within 2 days of ceasing to provide the Approved Course, notify students enrolled in the Approved Course, in writing, that the Approved Course is no longer being provided;

(b) within 7 business days after notifying the students, hold a meeting with the students and the tuition assurance scheme operator for the Approved Course at the location where the Approved Course was primarily delivered;

(c) as soon as practicable, update The Australian Academy of Beauty and Spa Therapy's website to reflect that the Approved Course is no longer being provided and to give tuition assurance information;

(d) give the tuition assurance scheme operator notice of events as required under sections 52 (information about events that affect provider) and 53 (notice and information when course ceases) of the Rules;

(e) as soon as practicable after receiving notice from the operator required under subsection 73(2) (notice that a student's FEE-HELP balance must be re-credited) re-credit the student's FEE-HELP balance..

2. When The Australian Academy of Beauty and Spa Therapy provides a replacement course

When The Australian Academy of Beauty and Spa Therapy provides a replacement course under a tuition assurance arrangement The Australian Academy of Beauty and Spa Therapy will ensure that each student enrolled in the replacement course:

(a) is granted course credits for parts of the original course successfully completed by the student, as evidenced by a statement of attainment issued in accordance with the Australian Qualification Framework; and

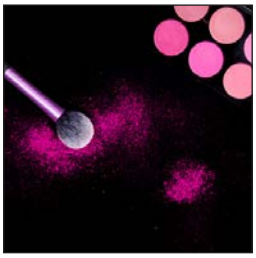
(b) is not charged tuition fees for a replacement component of the replacement course.

3. Publication January 23rd 2017

This document is made available to students and persons seeking to enrol with The Australian Academy of Beauty and Spa Therapy by publication on the website: www.australianacademyofbeautytherapy.com.au

OTHER POLICIES

Privacy and Personal Information Procedures



1. Overview

In the course of its business Emma's Secret Investments Pty Ltd (The Australian Academy of Beauty and Spa Therapy) may collect information from students or persons seeking to enrol with The Australian Academy of Beauty and Spa Therapy, either electronically or in hard copy format, including information that personally identifies individual users. The Australian Academy of Beauty and Spa Therapy may also record various communications between individuals and The Australian Academy of Beauty and Spa Therapy.

In collecting personal information The Australian Academy of Beauty and Spa Therapy will comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012.*

2. Collection and use of personal information

The Australian Academy of Beauty and Spa Therapy will only collect personal information from individuals by fair and lawful means which is necessary for the functions of The Australian Academy of Beauty and Spa Therapy. The Australian Academy of Beauty and Spa Therapy will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of The Australian Academy of Beauty and Spa Therapy.

The information requested from individuals by The Australian Academy of Beauty and Spa Therapy will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, to assess an individual's entitlement to Commonwealth assistance, to allocate a Commonwealth Higher Education Student Support Number (CHESSN) and to report to government agencies as required by law. If an individual chooses not to give The Australian Academy of Beauty and Spa Therapy certain information then The Australian Academy of Beauty and Spa Therapy may be unable to enrol that person in a course or supply them with appropriate information.

3. Privacy Notice

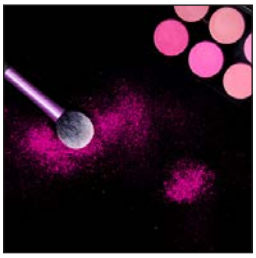
Under the Data Provision Requirements 2012, Emma's Secret Investments Pty Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Emma's Secret Investments Pty Ltd for statistical, regulatory and research purposes. Emma's Secret Investments Pty Ltd may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

OTHER POLICIES

Privacy and Personal Information Procedures



Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

4. Disclosure of personal information

Personal information about students studying with The Australian Academy of Beauty and Spa Therapy may be shared with the Australian Government and designated authorities including the Australian Skills Quality Authority (ASQA), the Commonwealth Department with responsibility for administering the *Vet Student Loans Act 2016*, the domestic tuition assurance scheme operator, and organisations that run courses in conjunction with The Australian Academy of Beauty and Spa Therapy. This information includes personal and contact details, course and unit enrolment details and changes.

The Australian Academy of Beauty and Spa Therapy will not disclose an individual's personal information to another person or organisation unless:

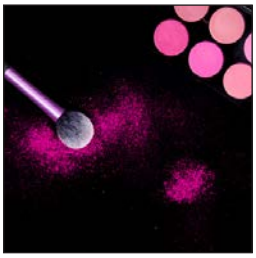
a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
b) the individual concerned has given written consent to the disclosure;
c) The Australian Academy of Beauty and Spa Therapy believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
d) the disclosure is required or authorised by or under law; or
e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, The Australian Academy of Beauty and Spa Therapy shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of The Australian Academy of Beauty and Spa Therapy or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

OTHER POLICIES

Privacy and Personal Information Procedures



5. Security and integrity of personal information

The Australian Academy of Beauty and Spa Therapy is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses The Australian Academy of Beauty and Spa Therapy will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which is was collected, is accurate, up to date and complete.

The Australian Academy of Beauty and Spa Therapy will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where The Australian Academy of Beauty and Spa Therapy has no further use for personal information for any purpose disclosed by The Australian Academy of Beauty and Spa Therapy, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

6. Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that The Australian Academy of Beauty and Spa Therapy holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that The Australian Academy of Beauty and Spa Therapy holds about them; however The Australian Academy of Beauty and Spa Therapy may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by The Australian Academy of Beauty and Spa Therapy should be sent to:

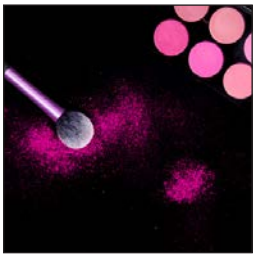
Amanda McIntyre
The Australian Academy of Beauty and Spa Therapy
Amanda@aabt.com.au

7. Complaints about an alleged breach of the APPs

Where an individual believes that The Australian Academy of Beauty and Spa Therapy has breached a Privacy Principle in relation to that individual they may lodge a complaint using The Australian Academy of Beauty and Spa Therapy's grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

OTHER POLICIES

Privacy and Personal Information Procedures



8. Taking photos

Students are not allowed to take photos in class of fellow students.

At no time are students allowed to publish any photos on websites or social media as this may contravene privacy laws.

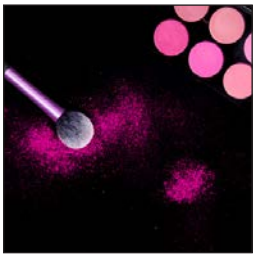
9. Publication 23rd January 2017

These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enrol with The Australian Academy of Beauty and Spa Therapy by publication on The Australian Academy of Beauty and Spa Therapy's website: www.australianacademyofbeautytherapy.com.au Alternatively, a copy of this policy may be requested by contacting The Australian Academy of Beauty and Spa Therapy using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, The Australian Academy of Beauty and Spa Therapy will advise students on enrolment about these procedures and where they are located.

OTHER POLICIES

Marketing of VET Student Loan courses (VET courses of study)



Overview

The VET Guidelines require a Registered Training Organisation (RTO) that is approved to offer VET Student Loan assistance to its eligible students (a VET Provider) to market its VET Student Loan enabled courses (VET courses of study) in such a way that prospective students who are, or would be entitled to VET Student Loan assistance under clause 43 of Schedule 1A of the Higher Education Support Act 2003 (the Act) are fully informed about a VET course of study before they enrol and are not offered any prohibited inducements to enrol in a VET course of study. Furthermore, if a VET Provider uses agents to market its courses their activities must be quality assured and the VET Provider must take full responsibility for those agents.

Definitions

Eligible Student: refers to a student who is entitled to VET Student Loan assistance under clause 43 of Schedule 1A of the Higher Education Support Act 2003.

Prospective Student: refers to an applicant for a VET Course of Study who would be entitled to VET Student Loan assistance under clause 43 of Schedule 1A of the Higher Education Support Act 2003.

VET Course of Study: a course for which an Eligible Student or Prospective Student may access VET Student Loan assistance to pay for all or part of their Tuition Fees.

VET Unit of Study: a published unit of study that a student may undertake to complete a VET Course of Study.

Agent: any person who acts for financial gain or other benefit on behalf of The Academy to:

- market or promote The Academy's VET Courses of Study;
- recruit persons to apply to enrol in The Academy's VET Courses of Study;
- provide information and/or advice on The Academy's VET Courses of Study;
- provide information and/or advice on the VET Student Loan Scheme on behalf of The Academy;
- accept an application to enrol from, or enrol, any person on The Academy's behalf;
- refer a person to The Academy for the purposes of enrolling in a VET Course of Study or VET Unit/s of Study; or
- provide career counselling to a person on The Academy's behalf.

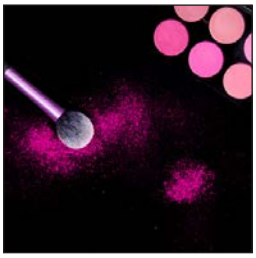
The Act: Higher Education Support Act 2003.

Tuition Fees: fees paid for a VET Unit of Study.

Census Date: a published date no earlier than 20% of the way through each VET Unit of Study.

OTHER POLICIES

Marketing of VET Student Loan courses (VET courses of study)



Procedures

Australian Academy of Beauty & Spa Therapy ("The Academy") will market its VET Courses of Study in an ethical manner and in compliance with the VET Guidelines.

The Academy or its Agents will not at any time from the point of initial contact with a prospective student:

- market a VET Course of Study or VET Unit/s of Study as free, or without obligation to repay, or in any other way which would mislead a person into believing that VET Student Loan assistance is not a loan to be repaid by the person to the Commonwealth; and
- market the availability of a VET Student Loan for a VET Course of Study or VET Unit/s of Study, the VET Student Loan scheme, or VET Student Loan as "government funded".

The Academy or its Agents will not advise a person about the likelihood of their future repayments of VET Student Loans including any inference that the person will never reach the salary threshold to pay back the loan to the Commonwealth.

The Academy or its Agents will ensure that any information provided about VET Student Loan to a prospective student is accurate and up-to-date.

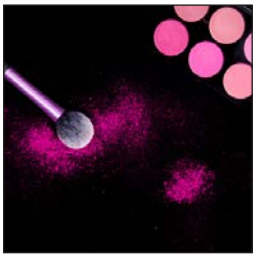
Pre-enrolment information

Prior to enrolment The Academy will ensure that a Prospective Student has received the following information:

- all information required to be provided under Standard 5 of the Standards for Registered Training Organisations (RTOs) 2015;
- the person's options for paying their Tuition Fees including up-front payment; or a Government loan through the VET Student Loan scheme (including eligibility criteria); or a combination of the first two options;
- the Tuition Fees that are covered by a VET Student Loan loan, including whether a loan fee will apply and if so the amount, and any other fees that may be incurred that will not be covered by a VET Student Loan;
- the location of the published Tuition Fees, published Census Dates, and published withdrawal policy and procedures;
- information on the VET Student Loan scheme including that:
    - VET Student Loan assistance is a loan from the Commonwealth;
    - a VET Student Loan will remain as a personal debt obligation until it is repaid to the Commonwealth;
    - a VET Student Loan may reduce the person's take-home (after-tax) wage or salary until the debt is repaid and may affect the borrowing capacity of the person until the debt is repaid to the Commonwealth;
    - a Request for Commonwealth Assistance form signed by the student applies to a loan for the entire VET Course of Study, charged on a unit by unit basis, unless the student pays some of the Tuition Fees up-front;

OTHER POLICIES

Marketing of VET Student Loan courses (VET courses of study)



- Census Date(s) will apply to each of the VET Units of Study in which the person enrols, with the student taking out a loan for any Tuition Fees that remain unpaid at the end of each Census Date;
- a student may cancel their enrolment by withdrawing from each VET Unit of Study on or before the Census Date in accordance with The Academy's Withdrawal and Refund Policy;
- withdrawal will result in the student not incurring a VET Student Loan debt; and/or receiving a refund for any up-front Tuition Fee payments made on or before the Census Date;
- a student may wish to seek independent financial advice prior to applying for a VET Student Loan.

The Academy will document, maintain and retain accurate records of enrolments and applications for VET Courses of Study for at least 5 years including:

- a record of all information provided to the person seeking to enrol and access a VET Student Loan (including the information referred to above);
- the date and time the person enrolled in the VET course of study; and
- the date and time any completed and signed Request for Commonwealth Assistance form was accepted by The Academy.

The Academy and will make these records available to the Minister as directed by the Minister.

Request for VET Student Loan assistance

From 1 January 2016 The Academy will not accept a Request for Commonwealth Assistance form from a person unless two business days have passed from the date and time the person enrolled; and that The Academy is satisfied that prior to or at the time of the person's enrolment the person had received the information referred to in this policy.

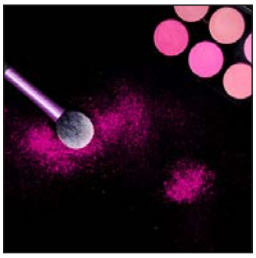
Agents

The Academy does not use agents or third parties for recruitment.

The Academy will comply with all marketing requirements for VET Student Loans.

STUDENT GRIEVANCE

Grievance Policy and Procedures



Emma's Secret Investments Pty Ltd, (The Australian Academy of Beauty and Spa Therapy) is committed to providing an effective, timely fair confidential and transparent complaint handling process.

What is a complaint?

A complaint is generally negative feedback about services or people which has not been resolved locally.

Who does this policy apply to?

This policy applies to and may involve issues concerning the conduct of:

- Australian Academy of Beauty and Spa Therapy as an organisation, its trainers, assessors or other staff;
- Third party's services provided on the behalf of Australian Academy of Beauty and Spa Therapy, its trainers, assessors or other staff or visiting industry experts or
- a learner of Australian Academy of Beauty and Spa Therapy.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by learners. A complaint may be made by an employer about Australian Academy of Beauty and Spa Therapy or by the trainer about the conduct of the learner. Throughout this policy we refer to the person making a complaint as simply the complainant.

Early resolution of complaints (Informal grievance procedures)

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

All learners are encouraged to discuss grievances at any time by talking directly with the person concerned and or with the Principal.

Relationship to continuous improvement

Frequently, the complaints handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making a complaint (Formal grievance Procedure)

A complaint may be received by Australian Academy of Beauty and Spa Therapy in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person.

To make a complaint, the person is recommended to complete the Australian Academy of Beauty and Spa Therapy - Complaint Form. This form is available in student handbook which is available on website and student portal. It can be obtained from the Australian Academy of Beauty and Spa Therapy office by contacting the Principal

STUDENT GRIEVANCE

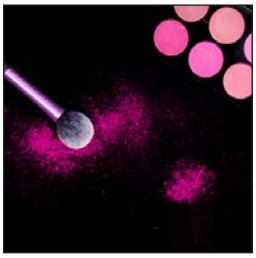
Grievance Policy and Procedures

The completed complaint form is to be submitted to the Principal either in hard copy or electronically via the following contact details:

Unit H140 Lower level
28-32 lexington Drive
Bella Vista. NSW. 2153

Or

Bianca@aabt.com.au



If a complainant has any difficulty accessing the required form or submitting the complaint to Australian Academy of Beauty and Spa Therapy, they are advised to contact the CEO at the following phone number:
0413593177

Complaint handling procedure

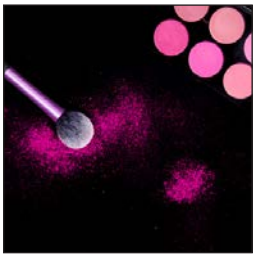
The Australian Academy of Beauty and Spa Therapy will apply the following procedure to its complaints handling:

Stage 1.

- A complaint may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form which is available to them on the website. There is no time limitation on a person who is seeking to make a complaint. A person who makes a complaint will be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that Australian Academy of Beauty and Spa Therapy had received the complaint and will review the relevant issues and provide a response. The acknowledgement will inform the complaint that they will receive a written response within 14 days.
- A written record of all complaints is to be kept by Australian Academy of Beauty and Spa Therapy including all details of lodgement, response and resolution. The complaints register within RTO Data is to used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint is made about or involves allegations about another person, Australian Academy of Beauty and Spa Therapy is obliged to inform this person about this complaint or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through

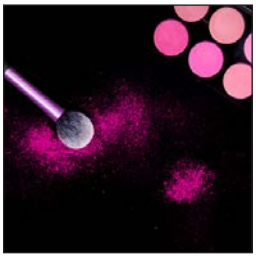
STUDENT GRIEVANCE

Grievance Policy and Procedures



direct meetings or meeting via an electronic means. The Australian Academy of Beauty and Spa Therapy will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint will be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- Where a complaint is received by Australian Academy of Beauty and Spa Therapy which involve allegations about alleged criminal conduct, Australian Academy of Beauty and Spa Therapy are to recommend the person making the complaint refer the matter to the relevant State or Territory Police Service.
- The complaints policy is be publicly available. This means that the complaints policy and procedure is published on the Australian Academy of Beauty and Spa Therapy website.
- The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within **fourteen (14) working days** of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within sixty (60) calendar days of the complaint being initially received. Where Australian Academy of Beauty and Spa Therapy Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO will inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Australian Academy of Beauty and Spa Therapy should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of Australian Academy of Beauty and Spa Therapy and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of **two (2) weekly intervals.**
- Australian Academy of Beauty and Spa Therapy shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the learner shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No Australian Academy of Beauty and Spa Therapy representative is to disclose information to any person without the permission of Australian Academy of Beauty and Spa Therapy Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all



relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: Principles of Natural Justice and Procedural Fairness

- Complaint handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Australian Academy of Beauty and Spa Therapy to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Australian Academy of Beauty and Spa Therapy as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Australian Academy of Beauty and Spa Therapy also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Australian Academy of Beauty and Spa Therapy.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Australian Academy of Beauty and Spa Therapy to investigate the matter, then in these circumstances Australian Academy of Beauty and Spa Therapy reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

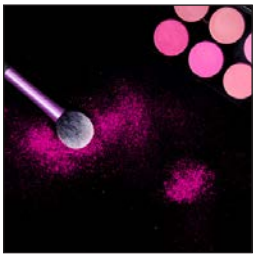
Stage 2.

Third Party Review

Where the person making a complaint is not satisfied with the handling of the matter by Australian Academy of Beauty and Spa Therapy, they have the opportunity for a body or person that is independent of Australian Academy of Beauty and Spa Therapy to review his or her complaint following the internal completion of complaint handling process. Before a person seeks a review by an independent person, they are requested to first allow Australian

STUDENT GRIEVANCE

Grievance Policy and Procedures



Academy of Beauty and Spa Therapy to full consider the nature of the complaint to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant should inform the Principal of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Australian Academy of Beauty and Spa Therapy Chief Executive Officer will advise of an appropriate party independent of Australian Academy of Beauty and Spa Therapy to review the complaint outcome (and its subsequent handling) and provide advice to Australian Academy of Beauty and Spa Therapy in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested. This advice is to be accepted by Australian Academy of Beauty and Spa Therapy as final, advised to the person making a complaint in writing and implemented without prejudice.

Where the Australian Academy of Beauty and Spa Therapy appoints or engages an appropriate independent person to review a complaint, the Australian Academy of Beauty and Spa Therapy will meet the full cost to facilitate the independent review. Where the person seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the Australian Academy of Beauty and Spa Therapy may seek the person making a complaint to contribute to the cost of engaging this person to undertake the review. This is advised to the person making a complaint within the Learner Handbook.

Where a complaint is received by Australian Academy of Beauty and Spa Therapy and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

The Resolution Institute has been recommended by ACPET should the situation arise.
Address: Level 1, 13-15 bridge Street Sydney NSW 2000
Phone: 02 92513366
Email: leadr@leadr.info

Stage 3.

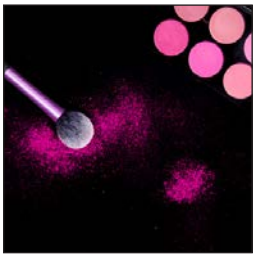
Unresolved Complaints

At full conclusion of the complaint handling process where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person making a complaint is to be directed to the following external agencies:

- In relation to consumer related issue, the person may refer their complaint to the **Office of Fair Trading.**
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phonenumber: 13 38 73.

STUDENT GRIEVANCE

Grievance Policy and Procedures



This guidance is communicated to learners within the student Handbook. It is expected that the above agencies will investigate the persons concerns and contact the Australian Academy of Beauty and Spa Therapy for information.

The Australian Academy of Beauty and Spa Therapy would cooperate fully with agencies such as the National Training Complaints Service, the Office of Fair Trading or ASQA that may investigate the handling of a complaint. Australian Academy of Beauty and Spa Therapy considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Australian Academy of Beauty and Spa Therapy internal arrangements.

Record Management of Complaint Records

Records relating to complaints will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the complainant or generated by Australian Academy of Beauty and Spa Therapy. There is also a record of the complaint maintained within the Australian Academy of Beauty and Spa Therapy student management system RTO Data. This includes the details about the complaint and a diary log which records the progress of the complaint handling and closure. This record also records identified opportunities for improvement that result from complaints handling.

All records regardless of their format (excluding RTO Data) will be saved in a digital format into a secure folder located on the Australian Academy of Beauty and Spa Therapy file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Chief Executive Officer. Records stored on RTO Data are to be accessible only to RTO data administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of complainants.
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

Period of retention of Complaints Records

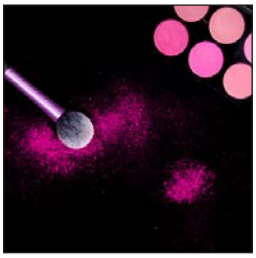
Australian Academy of Beauty and Spa Therapy will retain records relating to complaints handling for a minimum of five (5) years.

Destruction of Complaints Records

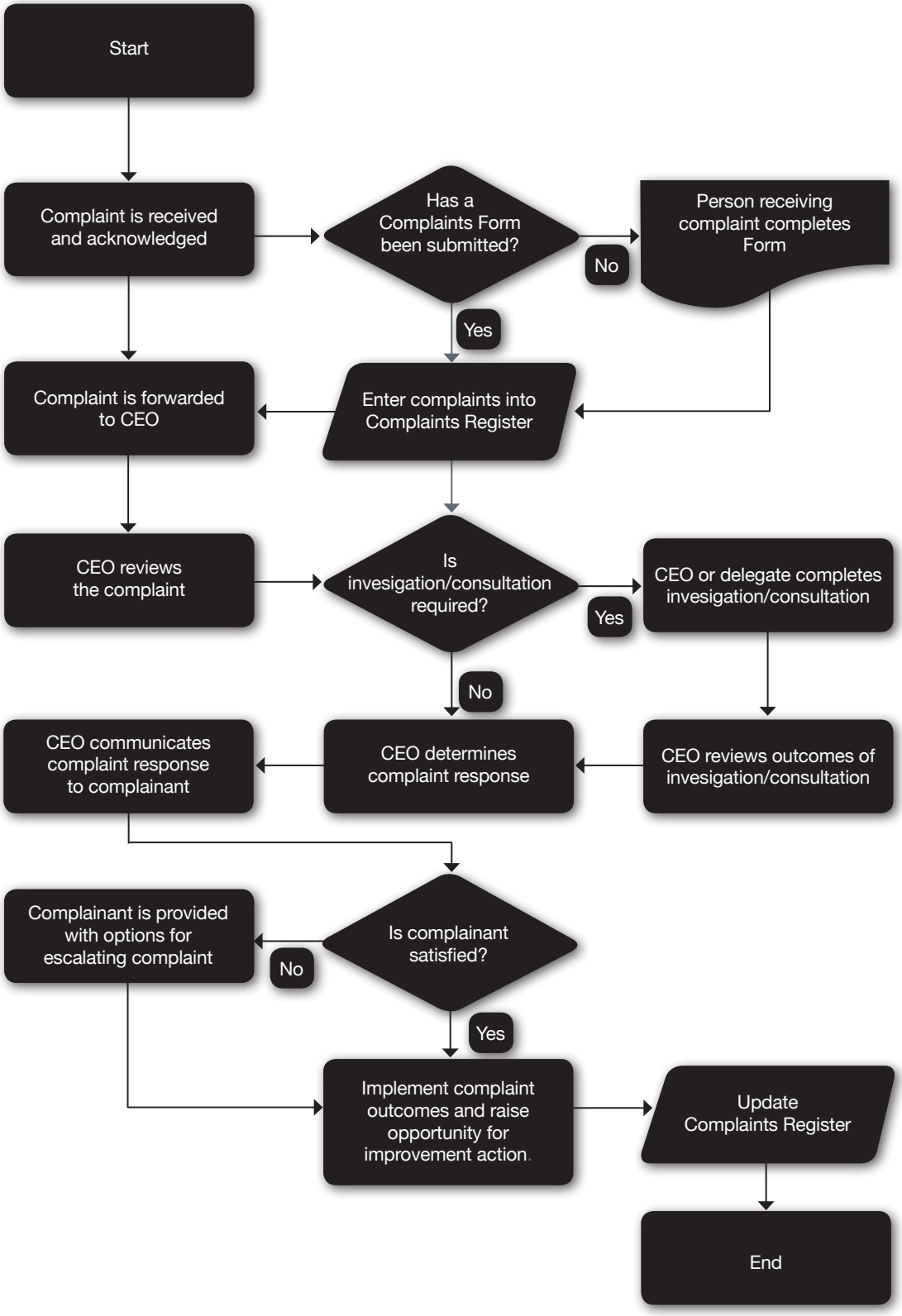
Australian Academy of Beauty and Spa Therapy CEO is the only person who can authorise (in writing) the destruction of complaint handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

STUDENT GRIEVANCE

Grievance Policy and Procedures

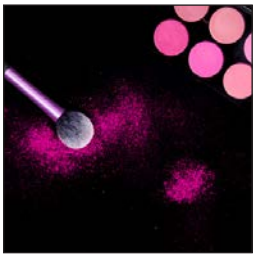


Complaints Handling Process



STUDENT APPEALS

Appeals Handling Policy and Procedures



Appeals Handling

Australian Academy of Beauty and Spa Therapy is committed to providing a fair and transparent appeals handling process.

What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during their time with Australian Academy of Beauty and Spa Therapy. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within twenty-eight (28) working days of the decision or finding is informed to the learner.

It is important to note that a learner may appeal any decision made by Australian Academy of Beauty and Spa Therapy or a third party providing services on Australian Academy of Beauty and Spa Therapy behalf. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that Australian Academy of Beauty and Spa Therapy may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling and assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

Early resolution of appeals

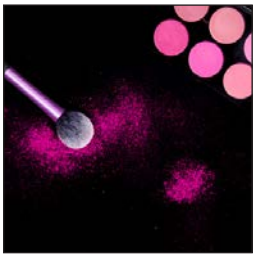
In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It can often be the case that a learner's decision to make an appeal can be avoided by proper communication and consultation with learners at the time a decision is made.

Relationship to continuous improvement

Frequently, the appeals handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light and as opportunities for improvement.

STUDENT APPEALS

Appeals Handling Policy and Procedures



Making an appeal

An appeal must be received by Australian Academy of Beauty and Spa Therapy in writing using the specified form within twenty eight (28) working days of the decision or finding being informed to the person.

To appeal a decision, the person is required to complete the Australian Academy of Beauty and Spa Therapy - Request for Appeal of a Decision. This form is available via our website. The completed Request for Appeal form is to be submitted to the Office Manager either in hard copy or electronically via the following contact details:
Unit H140 Lower level
28-32 lexington Drive
Bella Vista. NSW. 2153

Or

Bianca@aabt.com.au

If a person seeking an appeal has any difficulty accessing the required form or submitting the appeal to Australian Academy of Beauty and Spa Therapy, they are advised to contact Australian Academy of Beauty and Spa Therapy immediately at the following phone number: 0413593177

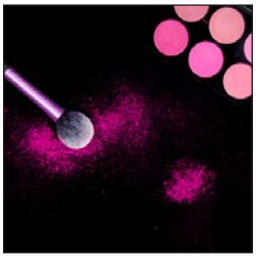
Appeal handling procedure

Australian Academy of Beauty and Spa Therapy will apply the following procedure to its appeals handling:

- Appeals must be lodged within **twenty eight (28) working days** of the decision or finding being informed to the person. An appeal must be submitted using the Australian Academy of Beauty and Spa Therapy - Request for Appeal of a Decision.
- A person who submits an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the appeal is received. This acknowledgement is intended to provide the person making an appeal assurance that Australian Academy of Beauty and Spa Therapy had received the appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person making an appeal that they will receive a written response within 14 days.
- A written record of all appeals is to be kept by Australian Academy of Beauty and Spa Therapy including all details of lodgement, response and resolution. The appeals register within RTO Data is to be used to record the details of the appeal and to maintain a chronological journal of events during the appeal handling process. Records relating to appeal handling must be stored securely to prevent access to unauthorised personnel.
- An appellant is to be provided an opportunity to formally present his or her case at no cost.
- Each appellant may be accompanied and/or assisted by a support person at any relevant meeting.

STUDENT APPEALS

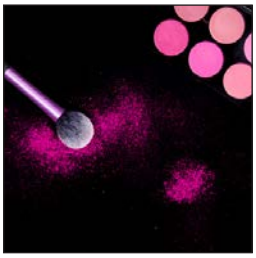
Appeals Handling Policy and Procedures



- The appeals policy must be publicly available. This means that the appeals policy and procedure must be published on the Australian Academy of Beauty and Spa Therapy website.
- The handling of an appeal is to commence within **seven (7) working days** of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The appellant is to be provided a written response to the appeal, including details of the reasons for the outcome. A written response must be provided to the appellant within **fourteen (14) working days** of the lodgement of the appeal.
- Appeals must be resolved to a final outcome within **sixty (60) calendar days** of the appeal being initially received. Where Australian Academy of Beauty and Spa Therapy Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the appeal, the CEO must inform the appellant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Australian Academy of Beauty and Spa Therapy should attempt to resolve appeals as soon as possible. A timeframe to resolve an appeal within thirty (30) calendar days is considered acceptable and in the best interest of Australian Academy of Beauty and Spa Therapy and the appellant. An appellant should also be provided with regular updates to inform them of the progress of the appeal handling. Updates should be provided to the appellant at a minimum of **two (2) weekly intervals.**
- Australian Academy of Beauty and Spa Therapy shall maintain the enrolment of the appellant during the appeal handling process.
- Decisions or outcomes of the appeal handling process that find in the favour of the appellant shall be implemented immediately.
- Appeals are to be handled in the strictest of confidence. No Australian Academy of Beauty and Spa Therapy representative is to disclose information to any person without the permission of Australian Academy of Beauty and Spa Therapy Chief Executive Officer. A decision to release information to third parties can only to be made after the appellant has given permission for this release to occur. This permission should be given using the Information Release Form.
- Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the appeal handling process. This means that the appellant is entitled to be heard with access to all relevant information and with the right of reply. The appellant is entitled to have their appeal heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: Principles of Natural Justice and Procedural Fairness
- Appeals handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

STUDENT APPEALS

Appeals Handling Policy and Procedures



Third Party Review

Where the appellant is not satisfied with the handling of the matter by Australian Academy of Beauty and Spa Therapy, they have the opportunity for a body or person that is independent of Australian Academy of Beauty and Spa Therapy to review his or her appeal following the internal completion of appeals handling process. Before a person seeks a review by an independent person, they are requested to first allow Australian Academy of Beauty and Spa Therapy to full consider the nature of the appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the person making an appeal should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Australian Academy of Beauty and Spa Therapy Chief Executive Officer will advise of an appropriate party independent of Australian Academy of Beauty and Spa Therapy to review the appeal outcome (and its subsequent handling) and provide advice to Australian Academy of Beauty and Spa Therapy in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations **within fourteen (14) working days** of their review being requested. This advice is to be accepted by Australian Academy of Beauty and Spa Therapy as final, advised to the appellant in writing and implemented without prejudice.

Where the Australian Academy of Beauty and Spa Therapy appoints or engages an appropriate independent person to review an appeal, the Australian Academy of Beauty and Spa Therapy will meet the full cost to facilitate the independent review. Where the person seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the Australian Academy of Beauty and Spa Therapy may seek the person seeking an appeal to contribute to the cost of engaging this person to undertake the review. This is advised to the person seeking an appeal within the Learner Handbook.

Where an appeal is received by Australian Academy of Beauty and Spa Therapy and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the appeal is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Appeals

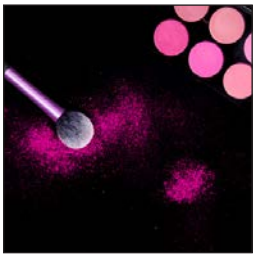
Where the appellant remains not satisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Service** via the following phone number: 13 38 73.

This guidance is communicated to learners within the Learner Handbook. It is expected that the above agencies will investigate the persons concerns and contact the Australian Academy of Beauty and Spa Therapy for information.

STUDENT APPEALS

Appeals Handling Policy and Procedures



The Australian Academy of Beauty and Spa Therapy is to cooperate fully with agencies such as the National Training Complaints Service or ASQA that may investigate the handling of an appeal. Australian Academy of Beauty and Spa Therapy considers that it would be extremely unlikely that appeals are not able to be resolved quickly within Australian Academy of Beauty and Spa Therapy internal arrangements.

Record Management of Appeals Records

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- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of the appellant.
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

Period of retention of Appeals Records

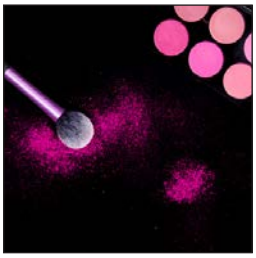
Australian Academy of Beauty and Spa Therapy is to retain records relating to appeals handling for a minimum of five (5) years.

Destruction of Appeals Records

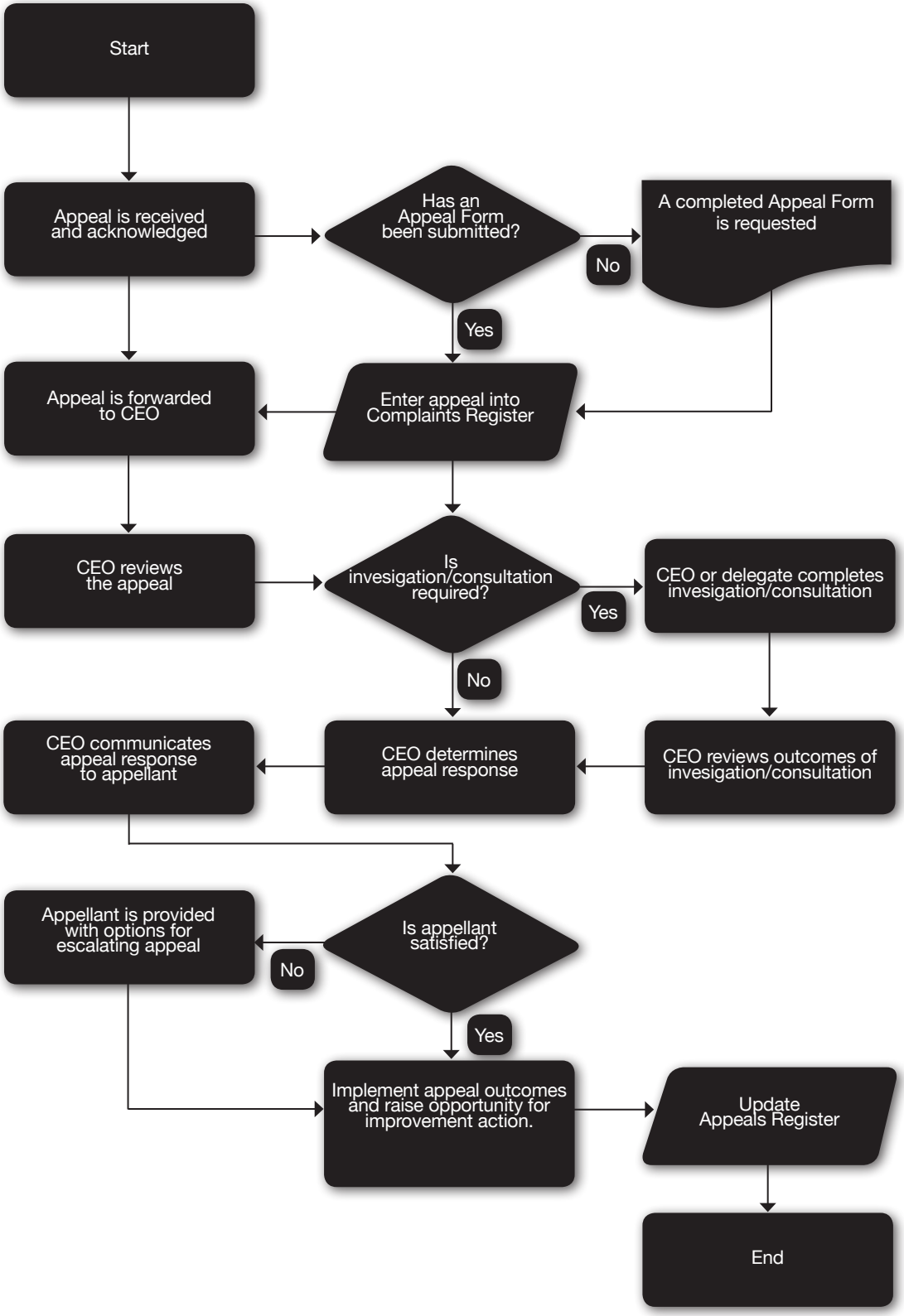
Australian Academy of Beauty and Spa Therapy CEO is the only person who can authorise (in writing) the destruction of appeals handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

STUDENT APPEALS

Appeals Handling Policy and Procedures

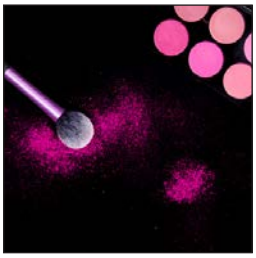


Administrative Appeals Handling Process



STUDENT APPEALS

Appeals Handling Policy and Procedures



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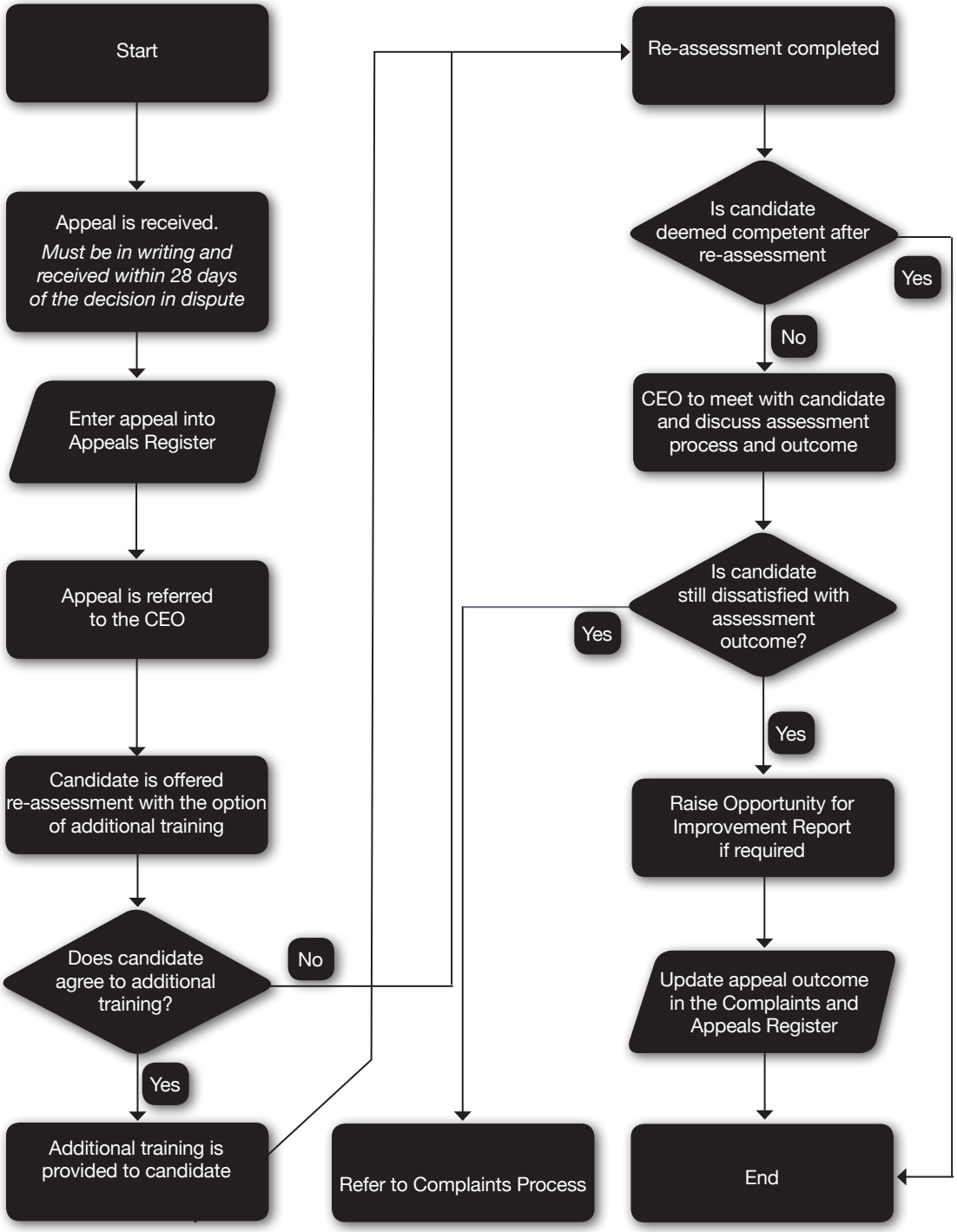
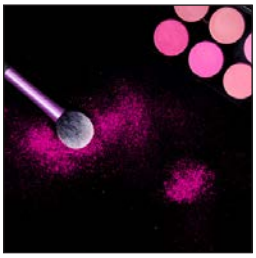


OTHER POLICIES

Electronic Signature Policy



The Australian Academy of Beauty and Spa Therapy recognizes an electronic signature as a valid signature from The Academy, trainers and students when communication occurs thorough our Moodle system.

By signing onto our student portal with your Academy issued private and unique student ID and password, or trainer ID and password, this policy reflects the legal intent of the individual that this electronic signature (signing in) has the same authority as his or her written authority.

Students may use the electronic signature to register, obtain unofficial transcripts, submit work and view theory assessment results and practical demonstration of skills results. By using your electronic signature to view assessments, there is no longer the need to physically sign each assessment task.

Trainers and staff may use the electronic signature to mark students assignments and to submit practical demonstration of skills assessments to students. By using your electronic signature to sign in there is no longer the need to physically sign each assessment task.

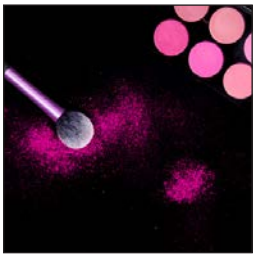
Students and staff are responsible for any information they provide, update or remove. All staff and students are responsible for protecting the confidentiality of their user name and password. Students must never give their user name and password to another person.

The Australian Academy of Beauty Therapy electronic signature policy is established to confirm and bind an individual to a process requiring his or her signature, and that this electronic signature reflects the legal intent of the individual that the electronic signature has the same authority as his or her written signature.

This procedure is in addition to all federal and state laws, guidelines and standards including the (electronic transactions act 1999 NSW) and the (electronic transactions amendment act 2010 NSW).

ORGANISATIONAL POLICIES

Code of Practice



Statement about the Code of Practice

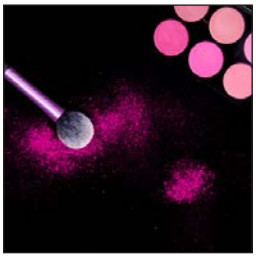
It is stressed that the elements in the *Code of Practice* permeate all the administrative and operational practices and procedures of The Academy for the main purpose of delivering to students quality training and assessment in a conducive learning and training environment.

Responsible and ethical behaviour

The Academy maintains a highly ethical and responsible approach in the provision of education, training services and assessment of students with its major objective of safeguarding the educational interest and welfare of students and staff.

ORGANISATIONAL POLICIES

Code of Practice



The Australian Academy of Beauty Spa Therapy:

The Academy will maintain the highest professional standards and comply with all requirements of the VET Quality Framework, and Standards for Registered Training Organisations and comply with AQF requirements including maintaining fit and proper person and financial viability requirements, regularly monitoring, reviewing and implementing practices for continual improvement.

- Provides staff trainers and assessors who are:
  - Qualified and experienced
  - Act professionally at all times
  - Dedicated to providing the highest level of beauty therapy training
  - Treat all students with respect
  - Undertake their duties with honesty, integrity and diligence
  - Maintain student confidentially
  - Conduct fair, valid and reliable competency based assessments
  - Represent The Academy ethically at all times
- Recruits students in a responsible and ethical manner and provides a caring, happy learning environment where all students, irrespective of age and nationality receive encouragement and help at all times. The Academy and teaching staff are committed to nurture of the individual potential of each person
- Recognises the rights of all students, abides by the anti-discrimination and equal opportunity regulations and ensures all students also abide by these laws
- Treats all students fairly, providing external advice and support when needed. The Academy will take all reasonable steps to safeguard the interest and welfare and safety of students whilst on our premises
- Provide a fair and equitable refund policy with opportunity to defer for certain circumstances
- Provides a grievance handling procedure that is fair and just
- Encourages student feedback at every stage of the course which is acted on for continuous improvement
- Provides students with the latest and most relevant beauty therapy techniques reflecting industry needs, with the latest facilities and equipment in a safe, healthy environment
- Undertakes to work as a team, and understand and respect the contribution of each team member
- Strives for total student satisfaction with all aspects of training, and takes every opportunity to ensure this occurs and that grievances are resolved fairly. All students will be aware of their contractual and financial agreements with us and receive a copy of their signed training agreement and VET Student Loan request for funding
- Should the ownership change or there be significant changes to The Academy's operation students and ASQA will be notified within 20 days