AUSTRALIAN ACADEMY

BEAUTY - DERMAL - LASER

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

STUDENT HANDBOOK

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NORTH STRATHFIELD Level 1, 18-22 George St North Strathfield 2137

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Australian Academy of Beauty Dermal and Laser P/L RTO Provider No 90094

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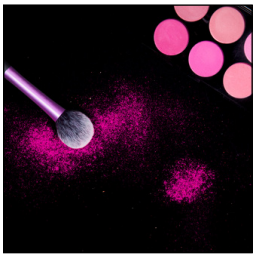

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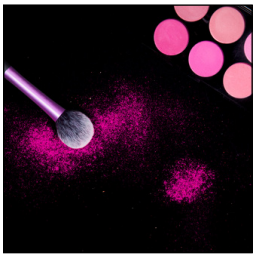

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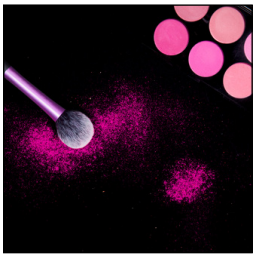
WELCOME

Welcome to the Australian Academy of Beauty Dermal and Laser Pty Ltd.

The Academy is committed to excellence in all aspects of Beauty, Dermal and Laser Training.

The Academy has been training Australia's leading beauty therapists for nearly 40 years. Registered as a Registered Training Organisation delivering nationally accredited training. The Academy is acknowledged by industry as one of the country's finest beauty training colleges.



Our educators are not only highly qualified, they are also friendly, supportive and nurturing and will support you every step of your journey to your exciting new career.

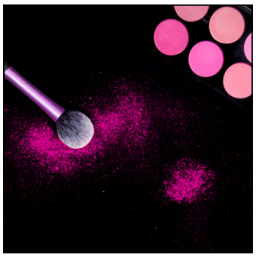
In this handbook you will find information that will be helpful to you throughout your course at The Academy. From time to time it will be necessary to amend sections of the handbook in keeping with changed circumstances. Amendments will be in written format and clearly explained to you and inserted in the handbook according to our version control policy.

To help us maintain our high standards, please take time to read this information and complete the Student Declaration of Understanding included at the back of the handbook.

If you have any questions about The Academy or our procedures and policies, please feel free to ask staff members who will be only too happy to assist you. Furthermore, your suggestions are always welcome.

We look forward to a long and happy association with you and that at the completion of your course you will find fulfilling and well rewarded employment in the exciting and ever changing world of beauty therapy.

ABOUT THE ACADEMY



The Australian Academy of Beauty Dermal and Laser has been dedicated to teaching the highest professional standards of beauty therapy for nearly 40 years. Registered as an RTO (Registered Training Organisation) since 1999. The Academy offers a wide range of Beauty, Dermal and Laser courses.

Developed as part of the SHB Hairdressing and Beauty Services Training Package

SHB50115 Diploma of Beauty Therapy,
SHB40115 Certificate IV in Beauty Therapy
SHB60118 Advanced Diploma in Intense Pulsed Light and Laser for Hair Reduction
SHB50216 Diploma of Salon Management

Developed due to Industry Demand

AABT60119 Laser and IPL for Hair Reduction
AABT50119 Advanced IPL, Laser and Dermal Therapies

Our highly qualified and experienced trainers, the most up-to-date equipment, and a curriculum based on the latest skin and body treatments from around the world, ensure you are completely competent and qualified in all aspects of beauty therapy.

We take an holistic approach to our training and treatments, specialising in Advanced Skin Diagnosis and Treatment Procedures that offer not only real solutions to skin problems, but also provide a health benefit by restoring harmony and balance in our clients' lives.

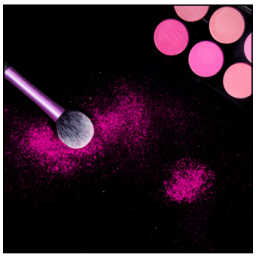
Our teaching focuses on professional skin treatments with a purpose (corrective skin treatments) rather than pampering facials. Skin health and treatments are designed to release tension, relax and nurture the whole body and are an important part of our philosophy.

A very important advantage of our training involves practical work experience in our student day spa and clinic during your course. Here students gain invaluable experience not only in beauty therapy, but also all aspects of salon management and laser.

Small relaxed and friendly classes, competency based assessments, beautiful modern facilities, the latest in equipment and teaching techniques, close to transport, strong work experience program ensures students have the latest, most up-to-date and relevent training possible.

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.

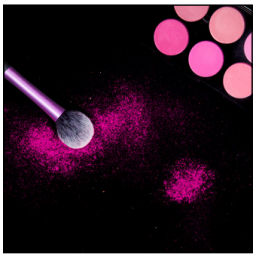
Responsible and ethical behaviour

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.

Australian Academy of Beauty Dermal and Laser Pty Ltd is responsible for the quality and training and assessment in compliance with the standards and for the issuance of the AQF certification documentation.

ORGANISATIONAL POLICIES

Code of Practice



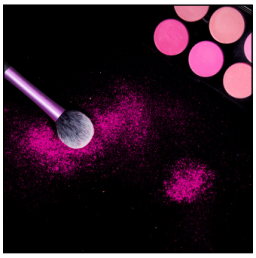
Australian Academy of Beauty Dermal and Laser:

The Academy will maintain the highest professional standards and comply with all requirements of the VET Quality Framework, and Standards for Registered Training Organisations 2015 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, dermal and laser 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 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, 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 industry techniques, 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

ORGANISATIONAL POLICIES

Organisational Structure



Organisational Chart [Standard 7]

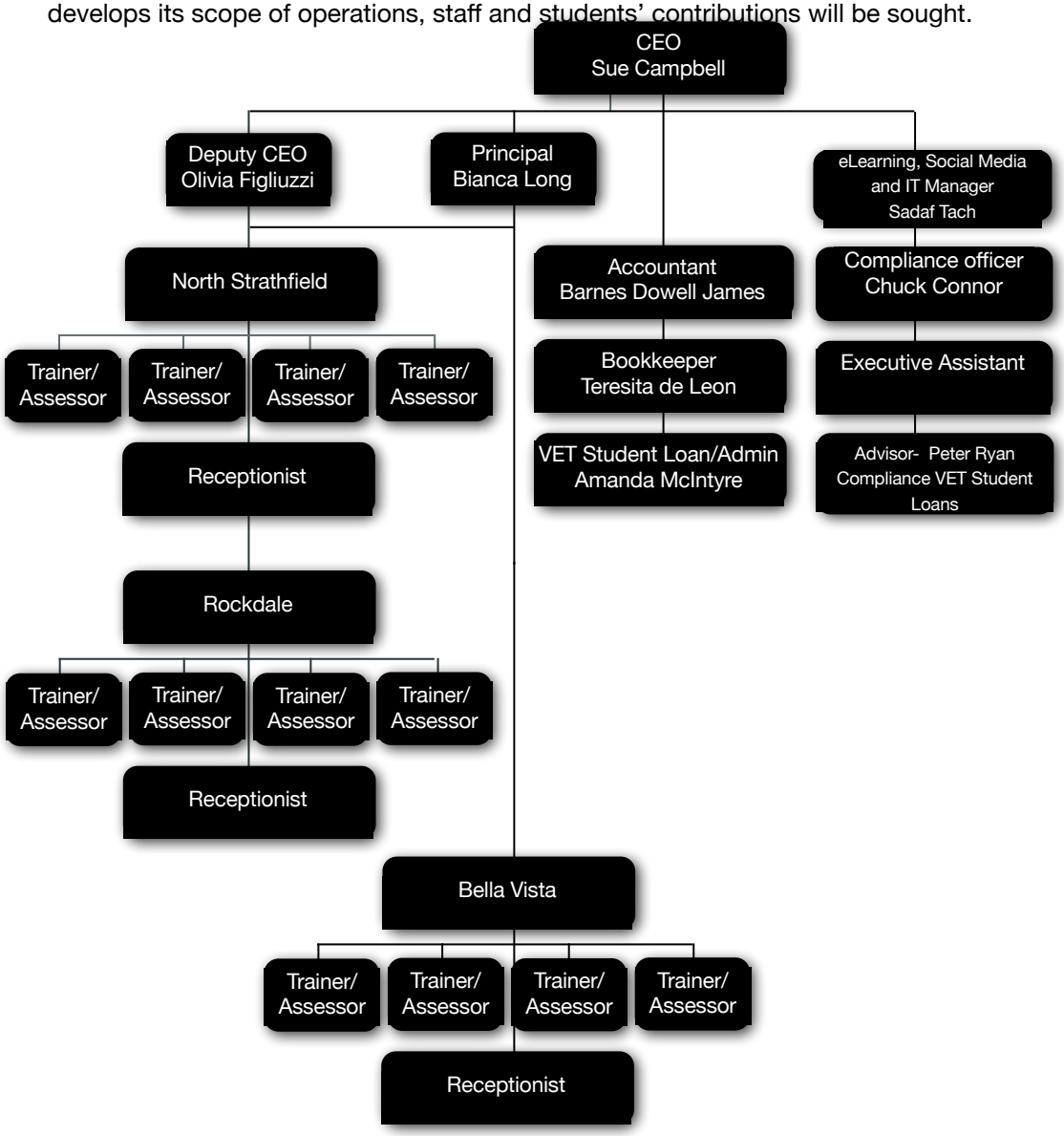
Demonstrates:

- Simple lines of authority commensurate with the CEO's philosophy of participatory decision making
- Responsibilities and roles of the CEO, Principal, and other staff.

Basic roles and responsibilities are clearly defined for each member of staff and the simple, flat organisational structure supports effective and rapid communication channels from student to the Principal.

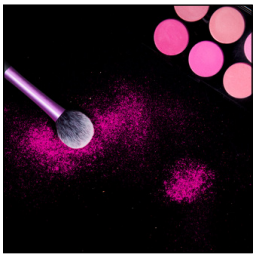
This is further enhanced by regular staff meetings and students meetings.

Students are encouraged to discuss matters with the staff and thus contribute to the efficient operation of The Academy and its general climate. As The Academy further develops its scope of operations, staff and students' contributions will be sought.



ORGANISATIONAL POLICIES

Trainers



The Academy has sufficient fully qualified trainers and assessors for all courses on its scope. Students are encouraged to contact Trainers or the Principal on any matters at all times. Emailling has proved to be an efficient method of correspondence.

ACADEMY STAFF CONTACT INFORMATION					
FIRST NAME	SURNAME	ROLE	AABT EMAIL	LOCATION	PHONE
HEAD OFFICE					
Suzanne	Campbell	CEO	sue@aabt.com.au	All	0413 593 177
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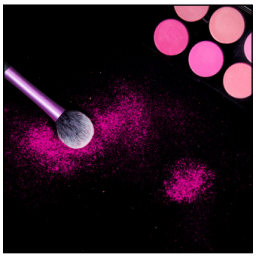
Nicole	Wain	Trainer Distance	nicole@aabt.com.au	Distance	0408 114 955

ORGANISATIONAL POLICIES

Trainers



Trainer and Assessor Requirements

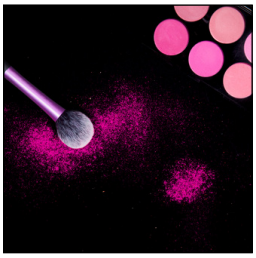
- Minimum 3 years relevant work experience preferably in management capacity
- A beauty therapy qualification from an accredited training school and/or appropriate tertiary qualifications in subject area
- Latest Certificate IV in Training and Assessment (or equivalent) as a minimum
- Evidence of further training in specialist areas.

Guest Lecturers:

- Relevant experience in subject area
- Relevant experience in delivering subject

PROGRAMS OFFERED

Courses and Training Packages



The following courses are offered:

CODE	COURSE TITLE	TRAINING PACKAGE
SHB50115 SHB50216	The Beauty Business Diploma of Beauty Therapy Diploma of Salon Management	SHB Hairdressing and Beauty Services Training Package
SHB40115	Certificate IV in Beauty Therapy	SHB Hairdressing and Beauty Services Training Package
SHB50115	Diploma of Beauty Therapy	SHB Hairdressing and Beauty Services Training Package
SHB50216	Diploma of Salon Management	SHB Hairdressing and Beauty Services Training Package
AABT60119	Laser or IPL for Hair Reduction	Non accredited especially developed due to industry need
AABT50119	Advanced IPL, Laser and Dermal Therapies	Non accredited especially developed due to industry need
SHB60118	Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction	SHB Hairdressing and Beauty Services Training Package
Short Courses		
SHBBMUP001 SHBBFAS001	Apply Eyelash Extensions Provide lash and brow treatments	SHB Hairdressing and Beauty Services Training Package
	Brow Laminating and Henna Application	
	Skin Needling and Hydro-Dermabrasion	

Transition

Where a training product on our scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued. Learners that have not completed by the end date are transferred into its replacement and advised of equivalent and non equivalent units and any additional units they need to complete.

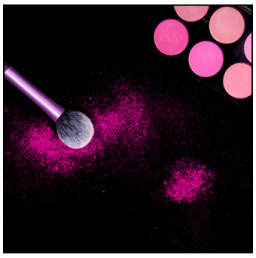
Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within the teach-out period.

In addition to these policies and procedures the following documents are also part of the transition policy:

- Completion of scope transition plan
- Letter to students affected by transition to new course

THE BEAUTY BUSINESS

SHB50115 Diploma of Beauty Therapy
SHB50216 Diploma of Salon Management



The Beauty Business

Cost: $26,794

Fully covered with VET Loans for qualifying students

Please Note: VET Student Loans will not be approved for students who do not meet eligibility requirements. A VET student loan gives rise to a HELP debt that continues to be a debt to the Commonwealth until it is repaid.

SHB50115 Diploma of Beauty Therapy $16,077
(VET Student Loan available for qualifying students for $16,077)

SHB50216 Diploma of Salon Management $10,717
(VET Student Loan available for qualifying students for $10,717)

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

Industry has talked to us, we have listened!

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

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

Both are completed simultaneously, and completed within 46 weeks for day classes and 72 weeks for part time classes. 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.

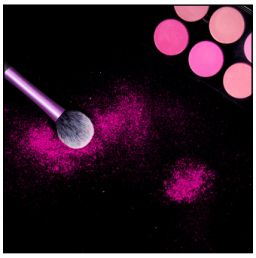
Course Content:

All SHB50115 Diploma of Beauty Therapy Units - see page 14

All SHB50216 Diploma of Salon Management Units - see page 25

PROGRAMS OFFERED

SHB50115 Diploma of Beauty Therapy
Unit Content



Cost: $22,077 **(VET Student Loan available to eligible students for $16,077).**

Please Note: VET Student Loans will not be approved for students who do not meet eligibility requirements. A VET student loan gives rise to a HELP debt that continues to be a debt to the Commonwealth until it is repaid.

Student Contribution $6000 @ $125 pw

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 (46 weeks) or 2 evenings a week (72 weeks) or by distance learning (46 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.

SHB Hairdressing and Beauty Services Training Package requires students to study a total of 25 units for the SHB50115 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

BSBSUS501	Develop workplace policy and procedures for sustainability
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

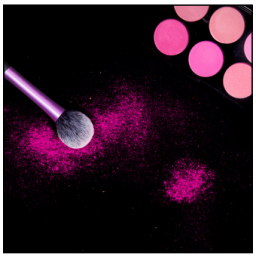
PROGRAMS OFFERED

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

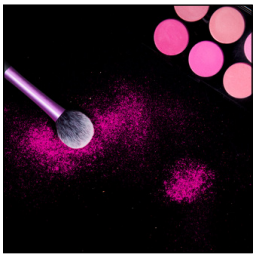
PROGRAMS OFFERED

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

- 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

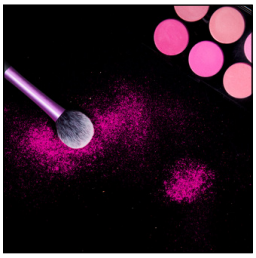
- Assess client requirements
- Perform Swedish body massage techniques
- Provide electrical body treatments

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 Hawaiian 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 Camouflage 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

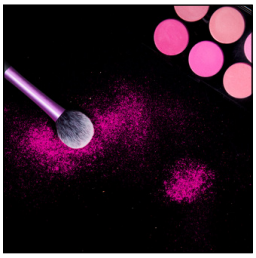
TRAINING DELIVERY

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

FULL-TIME DAY

Our training and assessment practices, including the amount of training we provide, are consistent with the requirements of training packages, VET accredited courses and reflect current industry best practice. These practices enable each learner to meet the requirements of each unit of competency and industry, taking into account the initial level of skills, knowledge and experience of each student. Delivery modes include full-time day, part-time evening, and distance learning to accomodate student needs.

Face to Face



Available at Rockdale, Bella Vista, North Strathfield.

Day classes are held three days a week from 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 46 weeks.

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. Students are prepared for their clinic practical by being able to bring family and friends to certain practical workshop days.

At the end of 24 weeks, the same 3 days per week are spent in our own professional Day Spa and clinic for a further 22 weeks to ensure what you have learnt in the classroom is applied to industry standards in the real work environment (structured workplace learning).

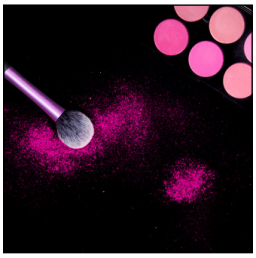
During this time several units pertaining to on-the-job skills, e.g. communicate with customers, are delivered and a formal lesson is held each day to revise other units and their performance at workplace level.

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 Academy must be completed before graduation.

TRAINING DELIVERY

The Beauty Business (Double Diploma) and SHB50115 Diploma of Beauty Therapy

PART-TIME EVENING



Face to Face Evening Classes

Available at Rockdale, Bella Vista, North Strathfield

Evening classes are held 2 evenings a week Monday and Tuesday or Wednesday and Thursday from 6pm – 9pm for 72 weeks.

The first 6 months are 2 evenings a week plus an additional evening for a webinar with your trainer. This is normally Wednesday evening for the Monday Tuesday class or Tuesday evening for the Wednesday Thursday class.

The next 6 months are 2 evenings a week plus an additional evening for a webinar with your trainer plus one day work experience in our student clinic which is normally a Saturday for evening students

The final 6 months are completing your 400 clinic hours (500 if studying laser) on clients in student clinic. This is normally on a Saturday but other days can be organised according to student needs. Students may do extra days to complete more quickly.

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

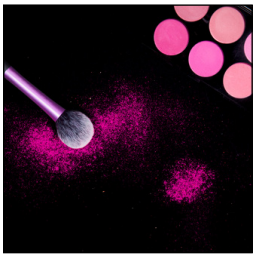
TRAINING DELIVERY

The Beauty Business (Double Diploma) and SHB50115 Diploma of Beauty Therapy

DISTANCE LEARNING

It is possible to study SHB50115 Diploma of Beauty Therapy, or the Double Diploma incorporating SHB50115 Diploma of Beauty Therapy, SHB50216 Diploma of Salon Management by distance learning. Workshops 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 46 weeks with a combination of:

- Face to face workshops - 5 days, 4 times a year
- Webinars - 3 hours per week
- Research and assessment activities - 8 hours per week
- Revision - 8 hours per week

This can be done by either of following methods

- 400 hours at our closest student clinic (preferred)
- 80 hours at home on family and friends (details logged) and 320 hours in student clinic (one day a week after first workshop)
- All hours done in an approved external salon due to distance. If this is the case all assessments must be submitted by video, roughly 150 practical observations)

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 workshops (5 days, 4 times a year) that are held at the end of February, May, August and November each year to 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 build on the practical skills you have learnt to become a successful and highly regarded Beauty Therapist.

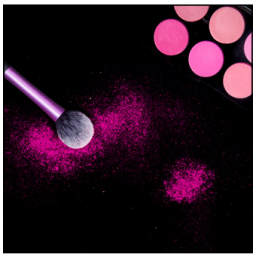
You will be given kits for most practical units.

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 time-frame to complete the course by distance learning is 46 weeks.

TRAINING DELIVERY

The Beauty Business (Double Diploma) and 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.

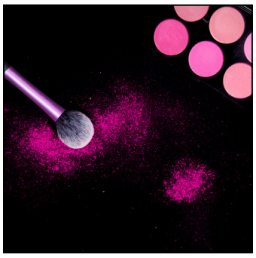
The Academy has a full range of education support, learning services and resources to meet student needs. Items such as Prospectus, Student Handbook, assessments, unit resources are all stored on Moodle for easy access at all times.

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 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 email your trainer at any time and we will respond to you as soon as practicable. If in an extranal workplace your employer will receive a monthly call from your trainer ensuring everything is running smoothly and they understand their responsibilities.

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

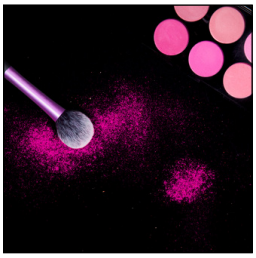
DISTANCE LEARNING

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: MISCELLANEOUS **RRP** $89.95

Inclusions

- 1 Student LOGBOOK

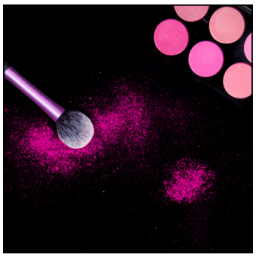
Subject Kit: FACIAL KIT **RRP** $874.95

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 Eye cream

DISTANCE LEARNING

Products and Tools for Online Students



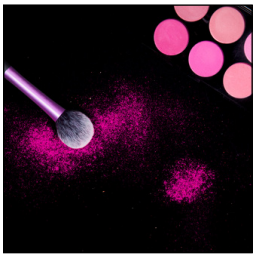
Subject Kit: MAKE UP KIT **RRP** $590.80

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: $10,717 (VET Student Loan available for full cost for eligible students)

Are you wanting to own or manage a salon?

The beauty industry is a billion 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 - 46 Weeks

- Face to face training and/or online theory with weekly webinar
- Structured workplace learning and practical training in student spa
- Research and assessment activities and revision

Classes are held at Bella Vista, Rockdale and North Strathfield.

There are 10 units in the Diploma of Salon Management

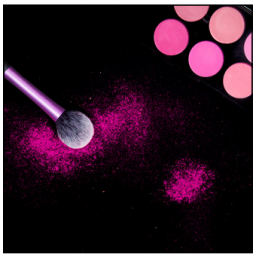
BSBHRM404	Review human resource functions
BSBHRM506	Management recruitment selection and induction processes
BSBSUS501	Develop workplace policy and procedures for sustainability
SHBXPSM001	Lead teams in a personal services environment
SHBXPSM002	Manage treatment services and sales delivery
SHBXPSM003	Promote a personal services business
BSBSMB404	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

Academy specific entry requirements:

- Minimum age of 16
- High standard of grooming
- Possess a strong desire to enter this industry
- All prospective students have a one on one interview with the CEO or senior management. This is to ensure prospective students display a strong desire to enter this industry, have a caring and nurturing personality and understand the course committments
- Have a USI number



For students wishing to access VSL there are additional requirements including academic suitability, citizenship, parental permission if under 18 and having a valid tax file number.

Full details are on our website under “Student admission procedures for approved courses”.

There are no legislative or regulatory entry requirements for this course.

LLN requirements

VSL Applicants

1. Students will be assessed as displaying competence at or above exit level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy; or
2. Provide a copy of their Senior Secondary Certificate or higher

Non- VSL Applicants

Applicants who are not applying for VSL must still be able to satisfy academic suitability requirements. This will be assessed by CEO or senior management at one on one interview prior to completing enrolment paperwork

Computer Skills

Must be able to use computer for research and assessments. Access to home computer required and a current email address.

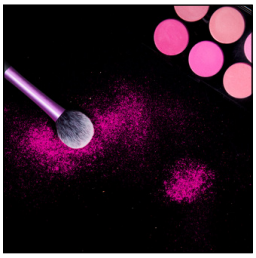
Students to supply

- Notebook and 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, black, rubber soled shoes

If you wish to access VET Student Loans, there is additional entry criteria. Please read Policy entitled Student Admission Procedures for Approved Courses (page 109).

COURSES

AABT60119 Laser or IPL for Hair Reduction



Cost: $5,000 for current students, $7500 for external students **(Not eligible for VET Student Loans)**

Laser and IPL treatments are in high demand in salons and it is essential students have this knowledge and skills prior to entering the workforce to ensure both client and their own safety.

You will be working with cutting edge technology, Candela 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.

Classes are held at Bella Vista, Rockdale and North Strathfield.

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

- 5 full days straight
- 5 days over 2 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 and Adena machinery
- Home study and research is also required
- Course time-frame 46 weeks

To achieve AABT60119 Laser or IPL for Hair Reduction the following must be completed:

All 4 core units:

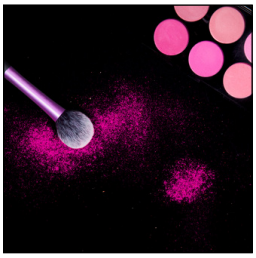
AABT002	Identify Laser or IPL Safety hazards and apply laser safety protocols to minimise risks
AABT003	Design treatment programs for Laser **OR** IPL hair reduction or skin rejuvenation
AABT004	Perform Laser or IPL hair reduction **OR** skin rejuvenation treatments
AABT005	Research Laser or IPL technology and new industry developments

Note this is not a nationally accredited course. but has been especially developed due to industry demand..

This course also satisfies requirements for a laser safety licence in Western Australia, Tasmanian Radiation approval and Queensland Radiation Health approval No ED278.

ENTRY REQUIREMENTS

AABT60119 Laser or IPL for Hair Reduction

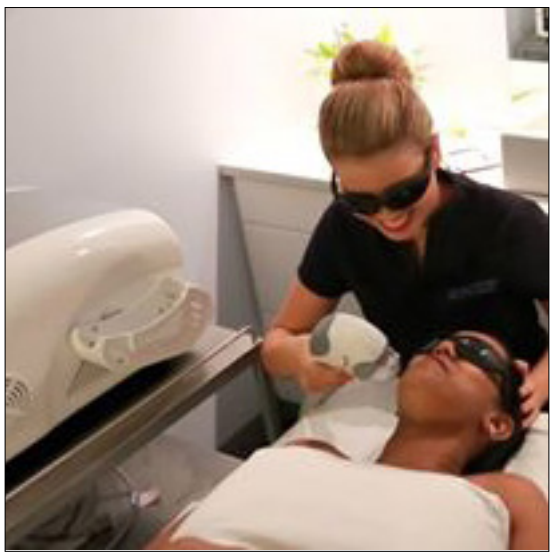


Entry Requirements

- Prerequisite, SHBBINF001 Maintain infection control standards.
- Be enrolled in a Diploma of Beauty Therapy.
  or
- Evidence of significant and relevant vocational experience relating to the application of human biology, anatomy and physiology knowledge in their respective field.
- All potential students are to have a one on one interview with the CEO of The Academy or another senior manager. This is to ensure potential 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.
- Must be over 16 years of age

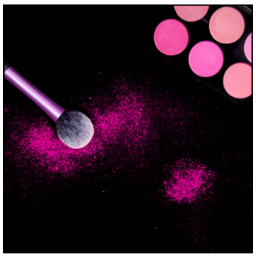
Students to supply

- Notebook and 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, black, rubber soled shoes



SHORT COURSES

AABT 50119 Advanced IPL,Laser and Dermal Therapies



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.

Prerequisite

- AABT60119 Laser or IPL for Hair Reduction

Location

Bella Vista, North Strathfield and Rockdale

Duration

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

To achieve AABT 50119 Advanced IPL,Laser and Dermal Therapies the following must be completed:

All 6 core units:

AABT008	Advanced IPL and laser skin rejuvenation
AABT009	Advanced IPL and laser vascular treatments
AABT010	Advanced LED light therapy
AABT011	Dermal Skin Needling treatments
AABT012	Cosmeceutical peel treatments
AABT013	Hydro-dermabrasion

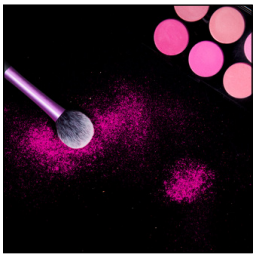
Note this is not a nationally accredited course but has been developed due to industry demand for well trained and competent dermal therapists.

Start date: Please refer to website for dates.

Cost: $3,000 ($62.50 per week x 48 weeks)

COURSES

SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction



Cost: $10,000 **(Not eligible for VET Student Loans)**

This advanced course in SHB60118 Intense Pulsed Light and Laser for Hair Reduction for hair reduction is a government accredited course for those with substantial beauty or medical qualifications and at least one years post graduate experience in their respective field.

It is not available to students wanting knowledge and skills in Intense Pulsed Light and Laser upon entering the workforce. AABT60119 is the suitable course in this instance.

You will be working with cutting edge technology, Candela 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 Intense Pulsed Light and Laser to reduce unwanted hair on face and body.

Classes are held at Bella Vista, Rockdale and North Strathfield.

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

- 5 full days straight
- 5 days over 2 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 and Adena machinery.
- Home study and research is also required.
- Course time-frame 46 weeks

In addition to 200 training hours in the student clinic, a further 1000 hours must be completed in a laser facility or a salon with laser services.

To achieve SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction the following must be completed:

All 7 core units:

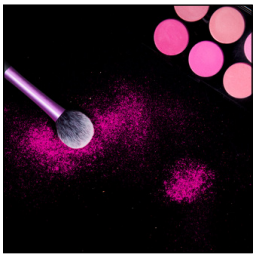
SHBBHRS005	Identify and control safety risks for intense pulsed light and laser hair reduction treatments
SHBBHRS006	Design laser hair reduction treatment programs
SHBBHRS007	Provide laser hair reduction treatments
SHBBHRS008	Design intense pulsed light hair reduction treatment programs
SHBBHRS009	Provide intense pulsed light hair reduction treatments
SHBBRES002	Investigate developments in cosmetic treatments using light and laser systems
SHBBINF001	Maintain infection control standards

PLUS

- 200 Clinic hours
- 1,000 Industry hours

ENTRY REQUIREMENTS

SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction



Entry Requirements

- Have achieved a Diploma of Beauty Therapy; AND
- Have 12 months post-qualification experience as a beauty therapist with a primary focus on providing facial services, skin services and hair reduction services;

or

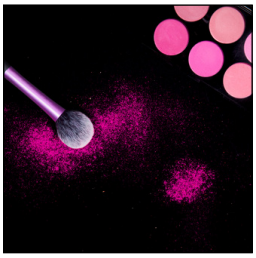
- Are an Enrolled Nurse or Registered Nurse; AND
- Have 12 months post-qualification experience in the application of knowledge in human biology, anatomy and physiology.
- All Potential Students are to have a one on one interview with the CEO of The Academy or another senior manager. This is to ensure Potential 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.
- Minimum age of 16 years
- USI number is required

Students to supply

- Notebook and 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, black, rubber soled shoes

COURSES

SHB40115 Certificate IV in Beauty Therapy



Cost: $18,750

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 in the classroom for the apprenticeship program, over 46 weeks.

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

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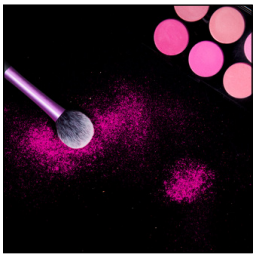


General Electives

SHBBFAS003	Provide specialised facial treatments
SHBBBOS004	Provide aromatherapy massages
SHBBMUP003	Design and apply make-up for photography
BSBSUS501	Develop workplace policy and procedures for sustainability
SHBBINF001	Maintain infection control standards
SHBBSKS005	Provide micro-dermabrasion treatments

Apprenticeship Pathway

This course is suitable for an apprentice pathway. Should you apply through this pathway you may be eligible for smart and skilled funding

'This training is subsidised by the NSW Government.'

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

From July 2018 there are no fees for apprentice training in NSW

Entry requirements and selection methods

1. Minimum age of 16
2. Language literacy and numeracy skills to read and comprehend learning materials and perform takes related to the job description, interprety workplace policies and procedures etc
3. Well groomed
4. A USI number

LLN Requirements

The student is assessed through verbal and written assessment through the enrolment process

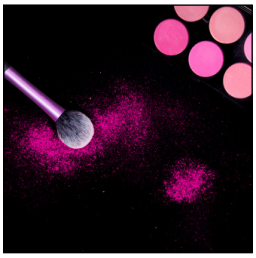
Computer Skills

Must be able to use computer for research and assessments.

Access to home computer required and a current email address.

TRAINING DELIVERY

SHB40115 Certifive IV in Beauty Therapy

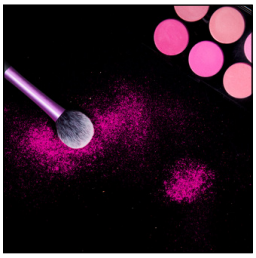


Students to supply

- Notebook and 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, black, 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

- Contraindications
- Possible reactions and how to deal with them
- Aftercare
- Relevant legislation
- Hygiene requirements
- Eye shapes and eyelash extension impact
- Advantages and disadvantages of different types of lashes, e.g. mink, synthetic, Russian, volume, hybrid
- 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

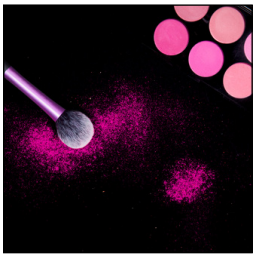
For dates, please check website

Cost: $2250

PAYMENT $1000 deposit 3 monthly payments of $417

SHORT COURSES

SHBBFAS001 Provide Lash and Brow Treatments



Your eyes are the window to your soul!

Learn how to create beautiful eyebrows through shaping and tinting.

Enhance your lashes through tinting and lifting!

Our government accredited course runs for two full days plus practice on paying clients in our student spa on at least 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 lifting
- Brow shaping

Course dates: please see website for latest dates

Inclusions

Government accredited statement of attainment on successful assessment

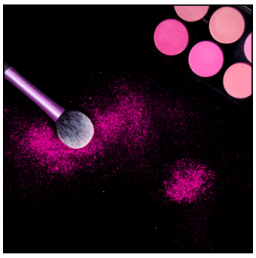
Cost $550 – upfront payment

SHORT COURSES

Brow Laminating and Henna Application

Brow laminating and sculpting and Henna application is the perfect short course for anyone who has completed SHBBFAS001 Provide lash and brow services.

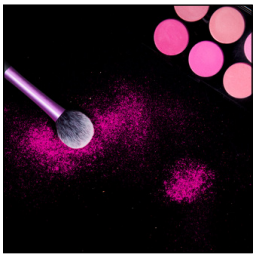
Brow lamination redirects the natural growth of the eyebrows and provides a groomed appearance to brows. Can last between 6-12 weeks.



Henna colour application lasts longer than normal brow tint, and gives a similar result to microblading but without the pain.

SHORT COURSES

Skin Needling and Hydro-Dermabrasion



Microscopic needles puncture the dermis to stimulate collagen and elastin production in this very popular new treatment.

This is the perfect treatment to reduce fine lines and wrinkles, acne scarring and skin texture resulting in a younger healthier looking skin.

Our Master class in Skin Needling and Hydro-dermabrasion is a one day course covering the theory and practical tuition to ensure you can safely practice Skin needling and Hydro dermabrasion,

It is not a government accredited course but an Academy Master Class. Our College Master Class Certificate is awarded on completion of 25 practical hours which can be in your own salon.

PREREQUISITE:

Maintain infection control standards (can be completed with us for an additional $500)

Dermal pens are available to purchase to enable you to perform treatments in your own salon or at one of our Student Day Spa's

DO I NEED TO BRING A MODEL?

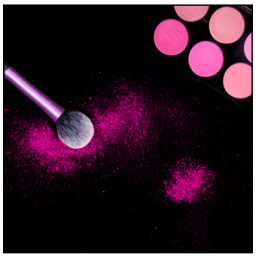
Yes for full day.

OBTAIN YOUR UNIVERSITY DEGREE

The Australian Academy of Beauty Dermal and Laser has developed a pathway with Victoria University for our Diploma graduates to progress to a Bachelor of Dermal Sciences, and and Southern Cross University for our Diplomaof Salon Management graduates to progress to the Bachelor of Business in Hospitality and Tourism.

Victorian University

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 Dermal and Laser receive 12 months credit towards their degree. Those studying SHB60118 Advanced Diploma in IPL and Laser for Hair Reduction receive additional credits.

For further information on this degree please visit: Bachelor of Dermal Sciences

Southern Cross University

The Bachelor of Business in Tourism and Hospitality Management at Southern Cross University prepares students for a career in tourism and hospitality, providing a thorough understanding of tourism and hospitality management underpinned by core business skills.

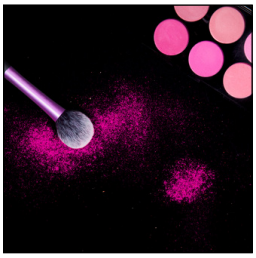
This course combines a rigorous and contemporary curriculum with practical industry-based experience and the opportunity to develop professional networks. Students will graduate with the skills and knowledge sought after in the tourism and hospitality industries.

A compulsory internship is a key feature of this course and counts as four compulsory units of the degree. During this internship, students establish valuable industry experience, confidence and networks.

For further information on this degree please visit: Bachelor of Business in Tourism and Hospitality Management

STRUCTURED WORKPLACE LEARNING

Part of Your Training in a Real Salon



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

For this reason the Australian Academy of Beauty Dermal and Laser has a beautiful state-of-the-art Student Day Spa and Laser Clinic 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.

A student may also apply for a reduction in clinic hours for Recognition of Prior Learning in various units.

Recognition of Prior Learning 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 submitted in writing at the time of enrolment and must be accompanied by all required supporting documentation.

STRUCTURED WORKPLACE LEARNING

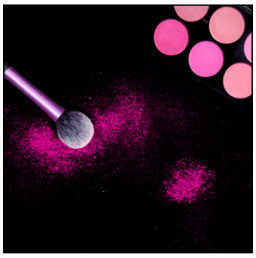
Part of Your Training in a Real Salon

SHB50115 Diploma of Beauty Therapy

The Diploma of Beauty Therapy program involves structured workplace learning in the student spa after 24 weeks of training. .

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. Students not attending our clinic are to organise their own work experience but Academy needs to verify credentials and experience of supervisor before commencing (see workplace supervisor agreement letter)

AABT60119 Laser or IPL for 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

Practical hours are completed 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.

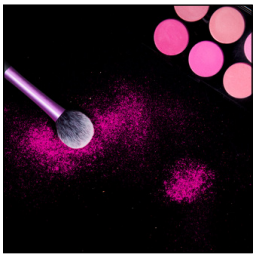
Students gain not only valuable experience performing treatments on clients, but also gain experience in all aspects of salon management, including appointment taking, work planning, money balancing and stock control.

Students are not paid on their structured work placement 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.

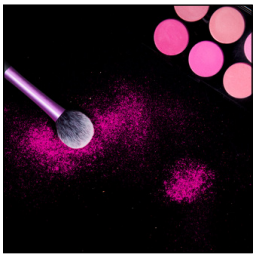
At the end of each day you must give your log book to your clinic trainer to:

- 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, Laser and Dermal Clinic, Student Spa, practical classrooms, theory rooms etc.

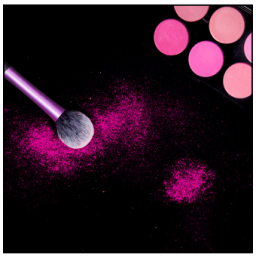
The Academy's facilities meet all requirements to be a Registered Training Organisation delivering SHB Hairdressing and Beauty Services Training Package and industry requirements.

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 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. 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.

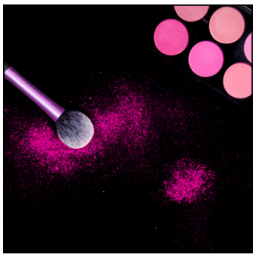
EVALUATION OF TRAINING



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



As a Registered Training Organisation our training and assessment policies are developed to meet training package requirements and industry needs.

Your assessments must demonstrate:

- That you can do the tasks
- That you can handle unexpected issues
- That you can work with others
- That you can follow workplace policies, health and safety requirements, and legislation requirements at all times

The Academy's assessment strategies including RPL comply with the assessment requirements of SHB 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 SHB Hairdressing and Beauty Services 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

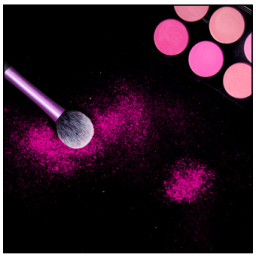
A variety of assessment strategies are used to cater for individual needs including:

- 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



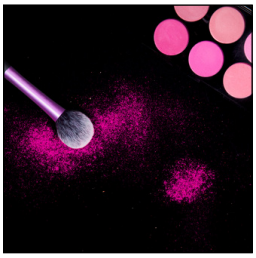
Students are advised exactly how each unit will be assessed, an assessment plan is available in their student portal, and must be acknowledged.

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. Assessors 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 foundation skills and these are explained to the student:

- Reading
- Oral communication
- Numeracy
- Technology

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

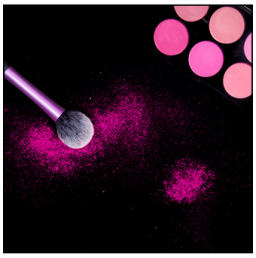
This rule means that the decision that is eventually made must be based on logical evidence (proven on the balance of probabilities).

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 and acknowledge the assessment plan for each unit. These assessment plans are in each unit on student portal.

If unsure of anything please ask your assessor.

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 not yet competent for that unit and additional charges may apply.

You must achieve 100% to be assessed as competent.

You are allowed 2 attempts to achieve 100% competency. Should you not achieve this after 2 attempts your trainer will provide extra training 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

Assessors 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 Competent (C) or Not yet competent (NYC).

Resit policy

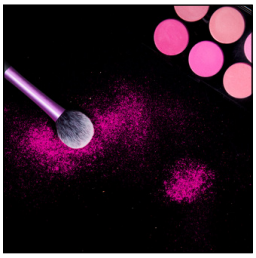
If a student is Not Yet Competent, extra training will be provided. The student is able to resit the assessment without extra cost.

Students with special needs

At enrolment interview, the CEO or senior management 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 Student 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

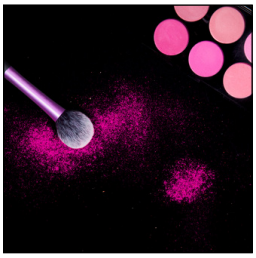
All assessment pathways must incorporate RPL which allows competencies currently held by individuals to be formally bench-marked against the relevant Training Package competencies. In this process the assessed current competencies should be recognised regardless of how, when or where they were achieved.

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.

If you wish to apply for RPL or credit transfer please discuss with the Principal who will provide appropriate documentation to complete at enrolment.

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.

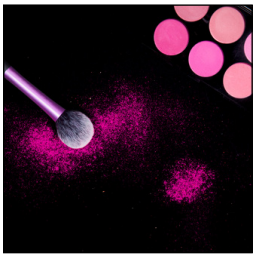
The overall process for applying for RPL is as follows:

- 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 will attract a fee to cover the work involved in assessment. A quote will be provided based on work to be undertaken.

ASSESSMENT

Recognition of AQF Qualifications (Credit Transfer)



The Academy accepts and provides credit to learners for units of competency and/ or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or

b) authenticated VET transcripts issued by the Registrar

The procedure is as below:

Should a learner at time of enrolment state they have previously achieved some units of competency for the course of study enrolled in they will be required to provide original AQF certification documentation issued by any other RTO or an authenticated VET transcript.

A Copy of these documents will be taken and the originals returned. Upon receipt the Registrar will check submitted documentation for currency against the units(s) credit applied for.

If the submitted documentation is not current and does not fully cover the new requirements of a updated unit / module then the Principal will be advised.

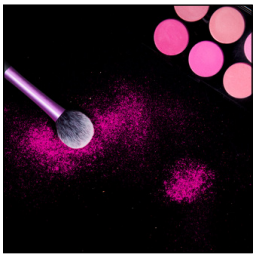
She will then determine, in consultation with the learner, the course of action to be taken to cover gap in currency with the units / modules new requirements.

The Academy will verify the authenticity of the submitted documentation by contacting the issuing RTO before granting credit

Provided submitted AQF certification documentation is authentic and covers the unit credit is applied for then credit will be given and recorded by the Registrar in student records..

For recent studies and for students who have activated the USI permission in the USI registry, we may be able to authenticate training undertaken via the USI website.

ASSESSMENT



Missed Assessments

All students are required to submit theory assessments on time and attend all practical assessments on the scheduled date.

If you miss any assessments (including theory) a medical certificate from a legally qualified medical practitioner must be provided and you will be given extra time at no extra cost.

If you do not have a medical certificate or have not made a prior arrangement with the Principal, there will be an additional cost of $100 per assessment.

Plagiarism

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give the appropriate acknowledgement.

Students may use this type of information as long as the source is acknowledged.

This includes material from staff, students or the internet.

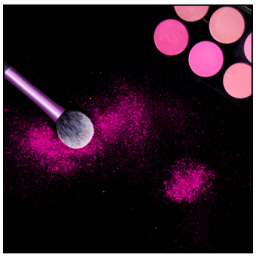
Where it is believed a student has cheated in this manner, in particular copying another student's work, the assessment will result in a failure. A student will need to pay extra fees to do this unit again.

This is regarded as a very serious offence and can result in being asked to leave The Academy.

All students declare on their submitted assignments the work is their own and secure user names and passwords are only available to the student nominated.

ASSESSMENT

Disputed Assessments



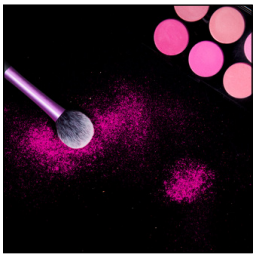
The Academy has an effective appeals procedure in relation to disputed assessments. This may vary slightly from the general complains and appeals procedures according to the circumstances. Every student has the right to appeal an assessment result. All students are made aware of the appeals procedure through course material, Student Handbook, Policies and Procedures Manual, in the orientation session and during student meetings. All staff are conversant with the procedure. The procedures are as follows:

- The student must submit a Disputed Assessment Report completing the details requested to formalise the dispute within 2 weeks of the assessment.
- The student first discusses the disputed assessment with the trainer/assessor who may decide to give the student another similar assessment at a time and place suitable to both the student and assessor. The assessor will make a decision on the result of the second assessment. If the assessment is successful then it is recorded and dated on the Disputed Assessment Form.
- If the assessment is not successful, the assessor/trainer may indicate that further training is needed before another assessment is made. The decision is recorded. Arrangements can then be made for this training. If the student disagrees with this decision then he/she can request a meeting with the Principal. Students may bring a third party to this meeting. If the student is under 18 years of age, The Academy will request a parent or guardian also attend.
- The Principal will review the assessment evidence and may uphold the previous assessment or may request another assessment by a different assessor [may be an independent assessor external to The Academy] who is appropriately qualified. If this assessment is successful, then it is recorded and dated.
- If the student still disputes the assessment the grievance procedures detailed in this handbook should be followed.

Every attempt is made to solve the dispute in-house and students are given every support to achieve the competency. All matters related to the dispute are recorded and retained on the student's file. The Disputed Assessment Form is available on Moodle or from the Principal.

ASSESSMENT

Student Access to Records



Student access to records

At the Australian Academy of Beauty Dermal and Laser we acknowledge that students like access to their assessment records to monitor their progress.

All students have access to these records automatically in their own secure Moodle portal.

Moodle can also produce a report on assessment tasks completed for a particular unit and a course.

As all our units of competency require many assessments over time, this report may be useful for students wishing to provide evidence of partial unit completion. It is provided to student on request.

Completion records are transferred to Wisenet from Moodle on completion of unit.

Records in our student Management system Wisenet include all enrolment information, training agreements, Vet loan applications, and USI numbers. These will be made available on request immediately to all students.

Past students can obtain a replacement statement of attainment and or testamur. There is a small charge for this service, currently $50.

All assessment records are kept on Moodle for at least 12 months then archived in the Moodle system.

All records of unit and course completion, enrolment documentation, USI numbers etc are kept in the student management system indefinitely but for a minimum of 30 years.

Students may be able to access records through USI.gov.au

Security and Integrity of records.

All assessment records in Moodle can only be accessed by student with a unique user name and password. Students are not to provide this information to another party. Trainers and administration personnel also have access to these records. Moodle records are housed on a secure site with regular backups.

Wisenet records are only accessible by the Administration manager and housed on a secure server site with regular backups

All computers with access to wisenet records require a user name and password to access.

Strict privacy of records is maintained at all times. No third party is allowed to access a students records without written approval of the student

Obtaining Records Should the RTO Cease to Operate

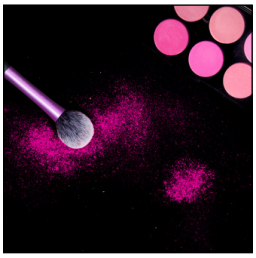
Should the Academy cease to operate our activity data is transferred to ASQA and students will be able to obtain records from the regulator: ASQA Student Records

Records can also be obtained through USI.gov.au

This policy will be updated as new information and directions from ASQA become available.

Information regarding student's achievements may be required by government departments.

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 Not Yet Competent grade will be recorded.

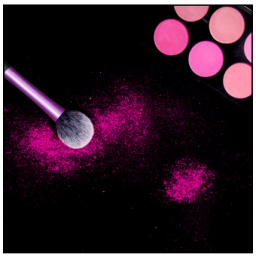
   Students are also required to complete all assessment tasks in the time-frame provided. Students who do not submit theory assessments on the due date, without permission of the Principal, will not meet the requirements for that unit of study and a Not Yet Competent grade will be recorded. All practical assessments must be completed with a final competent result.

2. All required practical clinic hours

3. All fees paid in full

4. All assessments must be completed 5 days prior to graduation to allow assessors time to mark, and preparation of relevant testamurs.

ISSUANCE OF AQF QUALIFICATIONS

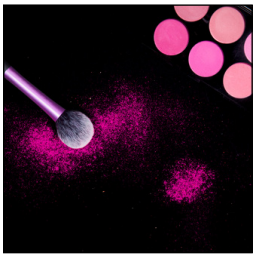


To ensure efficient issuance of AQF qualifications and an accurate and up-to-date register of awards the following procedures are carried out:

- All assessments are signed off and dated by the assessor as well as by the student. The student is informed of the result
- The assessor makes a second check of the assessment record to ensure accuracy and to confirm the results. He/she signs and dates these results and recommends/not recommends the relevant award
- The assessor submits these records to the Principal who will authorise the appropriate testamur and certificate or statement of attainment. These are recorded and stored in our Wisenet student management system. The administration manager prints the awards and the CEO performs a final check before signing.
- All awards have a distinct registration number and this is recorded in our Wisenet student management system.
- The Academy only issues AQF certification documentation to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course. This is in accordance with AQF Qualifications Issuance Policy. Either a watermark or embossed seal to ensure its authenticity protects all documentation. Certification is provided to students within 30 calendar days of being assessed providing all fees have been paid.
- A student must hold a Unique Student Identifier number. We are not able to issue AQF certification documentation to a student unless we are in receipt of a verified Student Identifier for that student unless they are exempt under the Student Identifier Act 2014. Should an exemption apply results will not be accessible through the Commonwealth or on any authenticated VET transcripts prepared by the registrar. Students obtain a USI number from USI.gov.au. Please contact sue@aabt.com.au if you require assistance obtaining a USI number.
- AQF certification is only issued to the student, not a third party (eg: employer).
- Our student management system Wisenet has an inbuilt process to verify student USI numbers. Strict security arrangements are in place to ensure the USI number is never distributed to unauthorised persons and its access is closely restricted to only those in our organisation who are authorised to access the information. The administration Manager records USI numbers in Wisenet. Access is only available to this system through a unique user name and password.
- Any replacement certificates incur a cost of $50 per qualification.

STUDENT SUPPORT

Identifying Learning Needs



Each student is interviewed by the CEO or senior management prior to course commencement to discuss the course generally and to question the student on his/her learning needs as well as on any factors the student may have that could affect progress through the course.

Students are required to nominate on the enrolment form any special needs related to their undertaking of the course [eg: visual impairment, hearing problems etc] so that The Academy can make any necessary adjustments to the individual's training and assessment strategies.

It is very important to let us know of anything that may hinder your course progress so the appropriate help can be provided.

At interview the CEO or senior management will discuss with the student such matters as:

- Any previous courses attended that may relate to current course
- Current competencies related to the present course
- Current or past work experience that could be significant
- Any disabilities that need to be taken into account for the current course
- Language, literacy and numeracy levels commensurate with the course/industry requirements
- Ascertaining, if possible, preferred learning styles
- Any matters the student may wish to raise related to course participation and completion of course
- Information from any RPL or Credit Transfer applications already submitted by the student
- Any other matters the CEO or senior management thinks relevant to the student's needs in relation to the chosen course

The CEO or senior management should then be in a position to make an assessment of any particular learning needs and advise the student in relation to the competencies of the course in which he/she is enrolled. The principal, trainers and assessors are made aware of the student's needs which are recorded on the student's personal file.

Individual Learning Plan

Each student is interviewed by the CEO or senior management prior to course commencement to discuss the course generally and to question the student on his or her learning needs as well as on any special factors the student may have that could affect progress throughout the course.

We discuss the amount of training provided for the mode of delivery and determine existing skills, knowledge and experience that may reduce the required hours. Should a full qualification not be required the hours to deliver required units will be proportioned to full qualification.

This is reviewed with student monthly and each student can clearly see their strengths, weaknesses, goals, time-frames to achieve goals, and support being provided by The Academy.

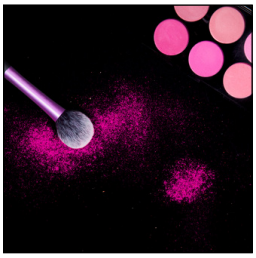
A student can approach their Trainer at any time for support. This support may include modifying assessments, or providing one on one tuition.

We are here at all times to ensure your training is enjoyable and productive.

STUDENT SUPPORT

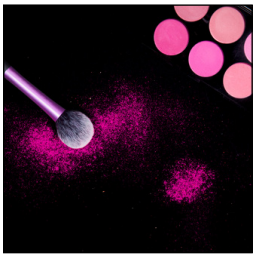
Language, Literacy and Numeracy

Students whose first language is not English and who do not quite meet the entry requirements will be advised as to what support and assistance they can receive. Assistance will be given to these people by the staff. Special attention is given to applicants from a NESB in relation to Language, Literacy and Numeracy. If there is any doubt on behalf of the interviewer (staff member) The Academy will ask the applicant to undertake a brief test to ascertain the applicant's ability to undertake the course. The Academy maintains a list of institutions that can provide LLN support.



STUDENT SUPPORT

Welfare and Guidance Services



Welfare and guidance services are available for all students, and students are encouraged to seek the help of the Principal should the need arise.

The Principal has access to a wide range of specialised services that may be needed by students such as health services, pensions and benefits, pregnancy information, sexual assault help, crisis services and professional counseling services.

Counselling

If a student has an issue of a personal nature they may consult their Trainer or the Principal.

The following steps will apply:

1. Consult with the Trainer
2. The Trainer, Principal and student will discuss the issue
3. The Trainer, Principal and student will decide on the best course of action i.e. solution plan or referral to a more specialist professional.
4. All counselling/private information will remain confidential at all times.

Any notes, records and referrals made during discussions with the Principal will be dealt with in accordance with the General Privacy Statement set out in this handbook.

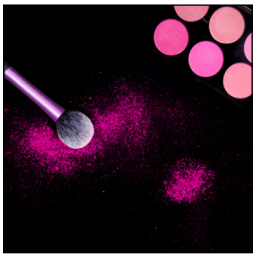
Private tuition is available for any student needing this help with any part of the courses offered.

The following contact numbers may be useful for students:

Adult Survivors of Childhood Trauma..... 1300 657 380
Alcohol Counselling 9361 8000
Alcoholism 9387 7788
Ambulance 000
Anxiety (including phobias & Obsessive-Compulsive Disorder) 9389 3339
Asthma 1800 278 462
Aussie families (Accommodation) 9804 4700
Beyond Blue (Depression, Anxiety, Suicide Prevention) 1300 224 636
Caste Hill Dentist 9899 1404
Castle Hill Police 9680 5399
Centre for Drug and Alcohol NSW Health 1800 793 466
Centrelink 13 24 90
Crime stoppers 1800 333 000
Crisis counselling ..... (02) 9951 5522
Depression (National initiative) 1300 224 636
Dept Fair Trading 13 32 20
Dept Immigration 13 18 81
Diabetes 1800 637 700

STUDENT SUPPORT

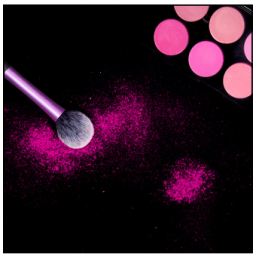
Welfare and Guidance Services



Disabilities 1800 029 904
Domestic violence 1800 737 732
Domestic violence 1800 656 463
Drug addiction (Christian help) 9418 8728
Drug addiction: Narcotics Anonymous 1300 652 820
Drug Counseling 9361 8000
Drugs and mental health 9358 6577
Eating disorders 9412 4499
Eczema 1300 300 182
Emergency services (police, fire, ambulance) 000
Epilepsy 9856 7090
Families & friends with mental illness 1800 187 263
Family planning information 1300 658 886
Flatmate finders (accommodation)..... flatmatefinders.com.au
Gambling Counselling 9951 5566
Gay & lesbian counselling line 1300 735 030
G-Line (gambling) 1800 858 858
Grief support 137 788
Grief support 9519 2820
Headspace (National Youth Mental Health Foundation) 1800 650 890
Hepatitis C 9332 1599
HIV/AIDS 9332 9700
Human Rights and Equal Opportunity Commission (HREOC). (02) 9284 9600
Kidshelpline (Young people 5 - 25 years, 24hrs/7days support) 1800 551 800
Legal information and advice ..... 1300 888 529 (NSW)
..... 1300 792 387 (VIC)
..... 1300 651 188 (QLD)
Lifeline (phone counselling 24hrs 7 days a week) 131 114
Mental Health Advice 9816 5688
National Disability Abuse & Neglect..... 1800 880 052
National Disability Services NSW ..... (02) 9256 3111
North Strathfield Dentist 8756 5740
North Strathfield Medical Centre 9763 2864
North Strathfield Police Station 9746 7084
Norwest Medical Centre 8824 4716
NSW Women's Refuge Resource Centre ..... (02) 9698 9777
Overseas Student Services (Migration Services) 9389 8610
Poison Information Centre 131 126
Police Assistance Line (non-emergency) 131 444
Pregnancy counseling 1300 737 732
Qantas 13 13 13
QLife (support for LGBTI people 1800 184 527
Quest Apartments Castle Hill (accommodation) 8848 1500
Rape Crisis Centre 1800 424 017
Reading Writing Hotline..... 1300 655 506

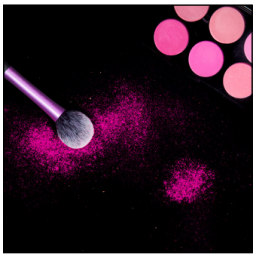
STUDENT SUPPORT

Welfare and Guidance Services



Relationship counseling	9745 5544
Safework Australia	13 10 50
Schizophrenia	9879 2600
Serious illness (sufferers & families)	1300 364 673
Sexual Assault	1800 737 732
Smoking – Quitline	13 78 48
Suicide Callback Service	1300 659 467
Suicide Prevention Australia	(02) 9568 3111
Transcultural Mental Health Centre	9912 3851
Translating Service	131 450
Unifam Counselling & Mediation	1800 864 846
Victims of crime support	1800 737 377
Wesley Mission	(02) 9263 5555
Westmead Hospital	9845 5555
Women's refuge referral service	1800 656 463
Work Cover NSW	13 10 50

COURSE PROGRESS



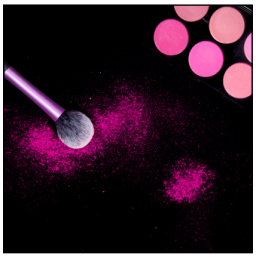
Satisfactory course progress

- All students are required to make satisfactory course progress
- Satisfactory course progress means being assessed as competent in the progressive assessment tasks for each unit
- This involves
    1) Completing assessments on each unit by due date and completing the assessment correctly
    2) Completing all relevant class room assessments
    3) Being assessed as competent in final practical assessment
- If an assessment is not completed by the due date, a student will be advised they are not making satisfactory course progress for that unit of study, and stress the importance of completing assessments on time
- If this happens a second time, the student will be asked to attend The Academy for a discussion on their course progress and to see if there are genuine reasons why an extension of time should be given at no additional cost
- If after this counselling, a student still does not complete their assessment, they will be notified they will receive a Not Yet Competent for the unit and pay the $100 reassessment fee.
- If a student is not yet competent after the above steps, they will need to re-enrol in the applicable unit of study
- If a student completes an application for extension of time form (available for genuine and compassionate circumstances, and if this approved by the Principal) a student will be offered additional classes to complete the unit of study at no additional cost
- Genuine compassionate circumstances include sickness supported by a medical certificate (including that of a family member, being a victim of crime or domestic violence, or family death.
- The student is able to access The Academy's complaints and appeals processes

If you are having trouble keeping up with your learning activities please discuss this with the Principal who will provide regular support to ensure you have every opportunity to complete your studies.

COURSE PROGRESS

Attendance Requirements



Students must be on time for all lessons and all clinic days

1) All students are expected to arrive at The Academy 15 minutes before lessons begin. If a student expects to be late, the trainer must be notified by 8.30am
2) Lessons will commence at 9.00am sharp and in fairness to other students will not be delayed
3) If a student needs to leave for any reason during the day, the trainer must be notified for safety and well-being reasons
4) As clinic days are to prepare you for expectations in the workforce, all students must arrive 15 minutes prior to commencement
5) All students must sign in each day and sign out when they leave electronically. This is your only proof of attendance to fulfil course requirements.

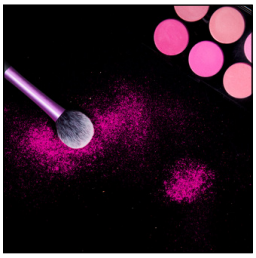
Procedure to follow if unable to attend class:

1) Trainer must be notified by student by 8.30 am
2) You must speak to the trainer, never text or get another student to pass on a message
3) If it is a clinic day, trainer must be notified as early as possible, possibly the evening before

All missed days must be made up the following week by attending classes outside your normal hours.

COURSE PROGRESS

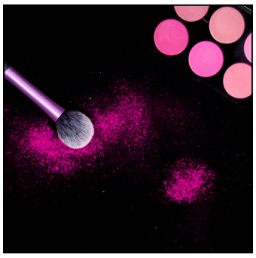
Attendance Requirements



- All attendance is strictly monitored
- Students are required to scan their student card on arriving. This attendance program clearly shows the code and name of the unit being studied that day
- All students are required to attend 90% of the scheduled tuition hours and clinic practical hours for each unit of study and for the course as a whole
- Attendance is monitored weekly by individual trainers
- Should a student not attend a class or clinic day, and they have not provided a request for extension of time form, student will be notified that they are not satisfying course attendance for that particular unit, and risk not completing that unit
- Should a student not attend for 2 or more weeks, or should total course attendance fall below 90%,the student will be notified that they are not satisfying course attendance for that particular unit, and risk not completing that unit
- If the attendance does not improve, the student will be asked to attend The Academy for a discussion on The Academy's attendance policies and to see if there are genuine reasons why an extension of time should be given at no additional cost
- If after this counselling, a student still does not attend, they will be advised that they will be given a Not Yet Competent for that unit of study
- If a student fails a unit, they will need to re-enrol in the applicable unit of study
- If a students needs to redo a unit of study, an additional cost of the published unit of study fee applies
- If a student completes an application for extension of time form (available for genuine and compassionate circumstances, and if this approved by the Principal) a student will be offered additional classes to complete the unit of study at no additional cost
- The student is able to access The Academy's complaints and appeals processes

COURSE PROGRESS

Policy on Making Up Days



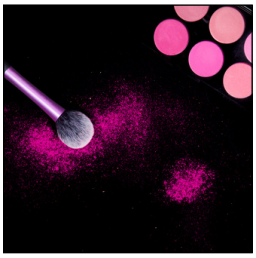
All students who are genuinely sick and this is supported by a medical certificate, or have applied for leave in writing on the required form, will not be charged for makeup days.

The form to use is the Application for Extra Time form and is on your student portal.

All missed days must be made up with next available class

COURSE PROGRESS

Extension of Time



This policy extends to all students.

For the purposes of this policy, the term deferral is used to describe a student who has been offered a place in a course but does not intend to take up the offer on the date specified. It also refers to students who have already started a course and wish to extend their course time due to compassionate grounds.

Procedure

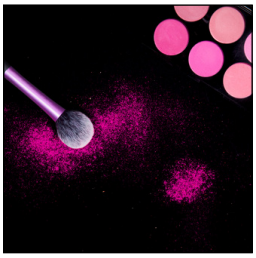
1. All requests for a deferral are to be made in writing by completion and lodgement of a *Request for Extension of Time* form.
2. Students who have been offered a place in a course but who have not yet commenced are permitted to defer the commencement of their enrolment for a maximum of one year.
3. Students who have commenced their course and wish to extend their time on compassionate grounds may extend for up to one year.
4. Any request for an extension beyond the period permitted will be at the discretion of the Principal.
5. All requests for an extension of time must be approved by the Principal in writing.
6. Where a student has been granted an extension of time, it is imperative that he/ she notify The Academy as to when they intend to take up the offer or return to their studies at least one (1) month prior to the scheduled commencement date. This notification must be in writing.
7. Only one extension will be granted per course.
8. In the event that no communication is received from a student who has extended their course commencement one (1) month prior to the next scheduled course commencement date for the course, an email will be sent to the student seeking instructions as to their intentions to continue with their course. Failure to respond to this letter within one (1) month will result in the student's enrolment being cancelled and a discontinuation email will be sent to the student's last advised email address on file.
9. If census date has passed a full VET Student Loan debt will incur.
10. In the event a student does not apply for an extension in writing and he/she does not attend class for a period of one (1) month with no written notice, it will be considered that his/her enrolment has been abandoned.
11. All students who have requested an extension of time must keep engaged in the course. This may include online work, webinars, class or clinic engagement.
12. Should a student wish to re-enrol after abandoning their course, full cost of course is payable.

This policy extends to all students who have been offered enrolment at The Academy.

For the purposes of this course withdrawal is used to describe a student who chooses to withdraw from a unit of study or their course.

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 Australian Academy of Beauty Dermal and Laser Pty Ltd (the Australian Academy of Beauty Dermal and Laser) who wishes to withdraw from a Course must do so by completing a Withdrawal Form available on our website: www.australianacademyofbeautytherapy.com and sending it by email to: Bianca@aabt.com.au

The Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser 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

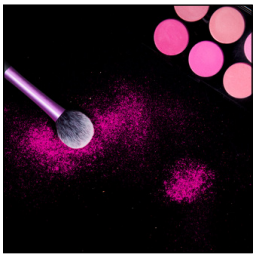
Refunds will be paid within 30 days of the Census Day of that part of the Course to which the withdrawal applies.

5. Publication October 31st, 2019

This Withdrawal and Refund Policy for Approved Courses is made available to Students and persons seeking to enrol with the Australian Academy of Beauty Dermal and Laser by

STUDENT WITHDRAWAL PROCEDURE

and Refund Policy for Non VSL Approved Courses



This withdrawal and refund policy is intended to be just and fair.

Definitions

Student: refers to an eligible student enrolled in a Non VSL approved course

Course: refers to a course that is not approved for eligible students to use a VET student loan

Tuition Fees: refers to fees paid for a course

1. Withdrawal from a course

A student of Australian Academy of Beauty Dermal and Laser Pty Ltd who wishes to withdraw from a course must do so by completing a withdrawal form available on our learner management system (Moodle) and sending it by email to: Bianca@aabt.com.au. Withdrawal is effective from the date emailed to the Principal.

The Australian Academy of Beauty Dermal and Laser Pty Ltd 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.

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.

Where a student withdraws from a course, or part of a course, the Australian Academy of Beauty Dermal and Laser Pty Ltd will not, after the withdrawal, enrol the student in a course or 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 that has not been delivered the student will not incur a debt after the date the withdrawal was sent. Students will receive a refund for any up-front payment of tuition fees for that part of the course.

No refund is applicable to any time prior to the withdrawal letter being sent, whether the student has been in attendance or not.

Example: Student pays for SHB50115 Diploma of Beauty Therapy upfront $22,077

Student withdraws after 23 weeks (course length 46 weeks)

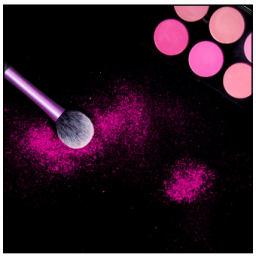
Refund applicable $11,500.00

3. Payment of Refunds

Refunds will be paid within 30 days from receipt of withdrawal form. Student is to nominate their bank account details and money will be paid by electronic transfer. The Academy is not responsible for incorrect details supplied.

STUDENT WITHDRAWAL PROCEDURE

and Refund Policy for Non VSL Approved Courses



4. Cancellation by RTO

Should the Academy not proceed with a course, or cancel a course, or stop providing a course after it has started, all fees paid will be refunded for any part of the course not delivered.

Refunds are paid within 30 days of notification of course cancellation.

5. Cooling off period

Students have a minimum 2 days cooling off period for payment of student contribution fees.

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

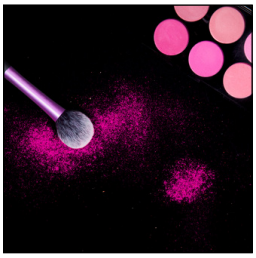
6. No refund

As per NSW Fair trading legislation pertinent to the provision of services, there is no refund of fees or any prepaid amount for:

1. Any poor and/or non-attendance
2. Poor behaviour
3. You provided false or misleading information
4. You failed to comply with the conditions of the Australian Academy of Beauty Dermal and Laser Pty Ltd

COURSE PROGRESS

Abandoning Studies



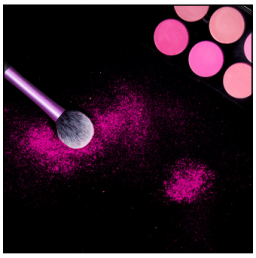
Abandoning Studies

If you are not responding to emails, phone calls and letters within a month of them being sent we will assume you have abandoned your studies.

If you do not come to class or do not complete your underpinning knowledge assessments it is not The Academy's role to find out why. You must contact us for a withdrawal or extension of time or you will still be eligible for your VET Student Loan debt.

The Withdrawal form is located on Moodle and website.

DISCIPLINARY PROCEDURES



The Academy will do all in its power to ensure all students receive fair and equal treatment. If a student is unable to abide by The Academy's rules and regulations then they may be requested to not return to the college premises for a specified duration of time stated by the Principal.

General and Academic Misconduct

Students who do not comply with the Academies code of conduct, Rules and Regulations and Grooming and Appearance Standards or engage in general or academic misconduct will be notified of the breach via email and a meeting organised immediately with the Principal.

General and academic misconduct will be dealt with according to the nature and extent of the misconduct and may include reporting any criminal behaviour.

Penalties imposed will take into account the nature and the extent of the misconduct.

General misconduct is that which:

- Contravenes any legislation or regulations
- Contravenes the policies and procedures in this handbook
- Acts dishonestly in relation to admissions to The Academy or fails to comply with conditions agreed to in the contract
- Obstructs any member of staff in the performance of their duties
- Alters any documents or records
- Harasses or intimidates another student, a member of staff, a visitor to The Academy or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason including through social media.
- Steals or destroys any property of The Academy's including product.

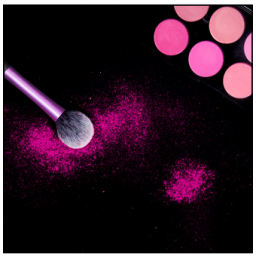
Academic Dishonesty

- All students are expected to maintain high standards of academic honesty and integrity.
- Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.

Students are considered guilty of cheating if they seek to gain advantage by unfair means or facilitate dishonesty such as:

- Cheating or intentionally using or attempting to use unauthorised materials, information or study aids.
- Fabrication or intentional falsification or invention of any information or citation
- Plagiarism i.e. intentionally or knowingly representing the words or ideas of another as one's own.
- Having another person complete your assignments
- The Academy will suspend any student found guilty of the above

DISCIPLINARY PROCEDURES



Students can be suspended from class for:

- Non-payment of fees by the due date
- Non-attendance without substantial reason and supporting documentation
- Disruptive behaviour
- Attending classes under the influence of drugs or alcohol
- Not abiding by the Code of Practice
- Theft from The Academy or another student, trainer or client
- Bullying, racist behaviour or comments or harrassment of any person
- Plagiarism

Misconduct notification

A student will be issued with a misconduct email if they are found with the following:

- Failed to comply with college rules and regulations
- Breached grooming and appearance standards

If the misconduct continues, a further meeting will be scheduled with the Principal, which may result in being asked to leave the academy. Students can be suspended from class for:

- Non-payment of fees by the due date
- Non-attendance without substantial reason and supporting documentation
- Disruptive behaviour
- Attending classes under the influence of drugs or alcohol
- Not abiding by the Code of Practice
- Theft from The Academy or another student
- Bullying, racist behaviour or comments or harassment of any student
- Plagiarism

Misconduct form

1. A student will be issued with a misconduct form if they are found with the following:
   - failed to comply with College Rules and Regulations
   - breached Grooming and Appearance Standards

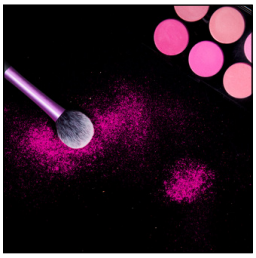
The Trainer will discuss the reason with the student.

Both parties will then sign the form and details filed and recorded in our student management system.

1. If a second cause for concern form is issued, a meeting will be scheduled with the Trainer, Principal and student. This may be conducted via telephone. The student will be asked to sign a record of the meeting and the concluded outcome. The signature acknowledges that the record of the discussion is accurate.
2. If the student continues with their behaviour a third and final meeting will be scheduled with the CEO. The student will be asked by The Academy why their enrolment should be continued. Details are documented in the student file and recorded in the student management system. No refund will be given if suspension is the final outcome.
3. The student has the right to appeal. If the student is unhappy with the result they can use The Academy's Grievance, Complaints and Appeals procedures.

STUDENT GRIEVANCE

Grievance Policy and Procedures



This procedure is available to interested parties:

- In the Student Handbook; or
- Downloaded from our website.

Definitions

For the purposes of this policy:

Student/s refers to all persons enrolled with Australian Academy of Beauty Dermal and Laser Pty Ltd including persons enrolled in an approved course under the VET Student Loans Act 2016. For the purposes of non-academic grievances, the term Student also refers to a person seeking to enrol with Australian Academy of Beauty Dermal and Laser Pty Ltd.

Complainant A person enrolled or seeking to enrol with Australian Academy of Beauty Dermal and Laser Pty Ltd, including persons enrolled in an approved course under the VET Student Loans Act 2016, or who is a parent or legal guardian of a person enrolled or seeking to enrol and such person is under 18 years of age who have lodged a grievance with Australian Academy of Beauty Dermal and Laser Pty Ltd.

1. Overview

Australian Academy of Beauty Dermal and Laser Pty Ltd is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards for a course.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards for a course and include grievances in relation to personal information that the provider holds in relation to the Student as well as enrolment in a course. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies.

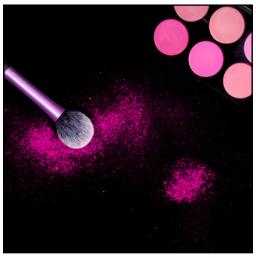
If a Student chooses to access this grievance handling procedure, Australian Academy of Beauty Dermal and Laser Pty Ltd will maintain the Student's enrolment while the grievance and appeals process is ongoing

2. Responsibility

The CEO is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation during staff induction and Students and Complainants are made aware of its availability through student orientation and our website.

STUDENT GRIEVANCE

Grievance Policy and Procedures



3. General principles

These principles, which will be adhered to by the Australian Academy of Beauty Dermal and Laser Pty Ltd, apply to all stages of this grievance procedure:

- Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure the principles of natural justice and procedural fairness are adopted at every stage of the grievance and appeals process.
- The Complainant and any respondent will have the opportunity to present their case at each stage of the grievance and appeals procedure.
- The Complainant and any respondent have the option of being accompanied/ assisted by a third person (such as a family member, friend or counsellor) at their own cost if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of at least five years. These records will be kept strictly confidential and stored at the Australian Academy of Beauty Dermal and Laser Pty Ltd, at 28 Lexington Drive Bella Vista NSW 2153. Access to these records may be requested by parties who have used this procedure by writing to the CEO at the aforementioned address.
- A Complainant shall have access to these grievance procedures at no cost.
- Australian Academy of Beauty Dermal and Laser Pty Ltd will analyse all grievances and appeals to determine any underlying causes and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- Australian Academy of Beauty Dermal and Laser Pty Ltd will ensure that all decisions arising from the grievance procedure are fully implemented.

4. What is a grievance?

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

5. Who does this policy apply to?

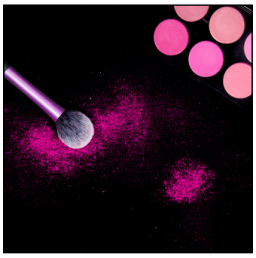
This policy applies to and may involve issues concerning the conduct of:

- Australian Academy of Beauty Dermal and Laser Pty Ltd as an organisation, its trainers, assessors or other staff;
- Third party's services provided on the behalf of Australian Academy of Beauty Dermal and Laser Pty Ltd, its trainers, assessors or other staff or visiting industry experts or
- a student of Australian Academy of Beauty Dermal and Laser Pty Ltd.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to grievances that may be made by students. A grievance may

STUDENT GRIEVANCE

Grievance Policy and Procedures



be made by an employer about Australian Academy of Beauty Dermal and Laser Pty Ltd or by the trainer about the conduct of a student. Throughout this policy we refer to the person making a grievance as simply the Complainant.

6. Relationship to continuous improvement

Frequently, the grievance 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 grievances handling is very positive and should be actively applied by all persons involved. It is for this reason that grievances received from stakeholders should be seen in a positive light and as opportunities for improvement.

7. Informal Grievance Procedures

An informal grievance is a matter which has a minor impact on the services provided by the Australian Academy of Beauty Dermal and Laser Pty Ltd, for which the complainant does not feel will require significant action to resolve i.e. the air conditioning is too cold or not working.

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 grievances can be avoided by proper communication and respect between persons involved.

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

8. Formal Grievance Procedure

8.1 Stage 1

A grievance may be received by Australian Academy of Beauty Dermal and Laser Pty Ltd in writing by the Complainant in order to be acted on. Grievances may be made by any person.

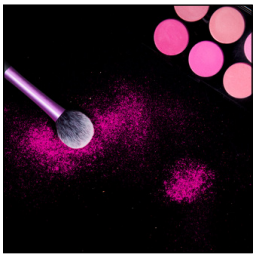
To make a grievance, the person is required to complete the Australian Academy of Beauty Dermal and Laser Pty Ltd - Grievance Form. This form is available on the website and student portal. It can be obtained from the Australian Academy of Beauty Dermal and Laser Pty Ltd office by contacting the Principal

The completed grievance form can 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

STUDENT GRIEVANCE

Grievance Policy and Procedures



If a Complainant has any difficulty accessing the required form or submitting the grievance to Australian Academy of Beauty Dermal and Laser Pty Ltd, they are advised to contact Bianca Long at the following phone number: 0488 105 650

A grievance may be received in any form (written, verbal) although persons seeking to make a grievance are recommended to complete the grievance form which is available to them on the website. Complaints about a particular incident should be made as soon as possible after the incident occurring or within thirty (30) calendar days of the incident occurring.

A person who makes a grievance will be provided a written acknowledgement of receipt as soon as possible and not later than 24 hours from the time the grievance is received. This acknowledgement is intended to provide the Complainant assurance that Australian Academy of Beauty Dermal and Laser Pty Ltd has received the grievance and will review the relevant issues and provide a response. The acknowledgement will inform the Complainant that they will receive a written response including reasons for the decision within 14 days.

Where a grievance is made about or involves allegations about another person, Australian Academy of Beauty Dermal and Laser Pty Ltd is obliged to inform this person about this grievance or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means.

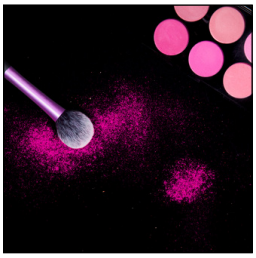
The Australian Academy of Beauty Dermal and Laser Pty Ltd will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or grievance will be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

Where a grievance is received by Australian Academy of Beauty Dermal and Laser Pty Ltd which involve allegations about alleged criminal conduct, Australian Academy of Beauty Dermal and Laser Pty Ltd will recommend the Complainant refer the matter to the relevant State or Territory Police Service.

- The handling of a grievance is to commence within five (5) working days of receipt 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 grievance, including details of the reasons for the outcome. A written response must be provided to the Complainant within fifteen (15) working days of the lodgement of the grievance.
- The Complainant will be advised of their right to access Stage 2 of this procedure (Appeals) if they are not satisfied with the outcome of Stage 1.
- Grievances must be resolved to a final outcome within sixty (60) calendar days of the grievance being initially received. Where Australian Academy of Beauty Dermal and Laser Pty Ltd CEO considers that more than 60 calendar days are required to process and finalise the grievance, the CEO will inform the

STUDENT GRIEVANCE

Grievance Policy and Procedures



Complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Australian Academy of Beauty Dermal and Laser Pty Ltd should attempt to resolve grievances as soon as possible. A timeframe to resolve a grievance within thirty (30) calendar days is considered acceptable and in the best interest of Australian Academy of Beauty Dermal and Laser Pty Ltd and the Complainant. A Complainant should also be provided with regular updates to inform them of the progress of the grievance handling. Updates should be provided to the Complainant at a minimum of two (2) weekly intervals.

- Australian Academy of Beauty Dermal and Laser Pty Ltd shall maintain the enrolment of the Complainant during the grievance handling process.
- Decisions or outcomes of the grievance handling process that find in the favour of the Complainant shall be implemented immediately.
- Grievances are to be handled in the strictest of confidence. No Australian Academy of Beauty Dermal and Laser Pty Ltd representative is to disclose information to any person without the permission of Australian Academy of Beauty Dermal and Laser Pty Ltd CEO. 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 which is available on Moodle Learner platform.
- Grievances are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the grievance 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 grievance 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 in the Student Handbook on page page 47.
- Grievance handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Informing Persons and Responding to Allegations

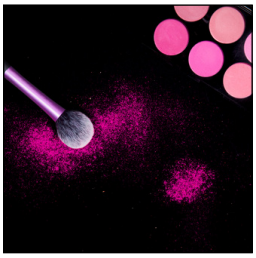
Where a grievance involves one person making allegations about another person, it is a requirement for Australian Academy of Beauty Dermal and Laser Pty Ltd to hear both sides of the matter before making any judgements about how the grievance should be settled. A person who will be affected by a decision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

STUDENT GRIEVANCE

Grievance Policy and Procedures

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 Dermal and Laser Pty Ltd 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 Dermal and Laser Pty Ltd.

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 Dermal and Laser Pty Ltd to investigate the matter, then in these circumstances Australian Academy of Beauty Dermal and Laser Pty Ltd will recommend to the Complainant that they refer the matter to the relevant authority.

8.2 Stage 2 (Appeals)

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the CEO of Australian Academy of Beauty Dermal and Laser Pty Ltd. This should be in writing and sent by email to Sue@aabt.com.au. The CEO will notify the Complainant of receipt of the appeal within 5 working days.

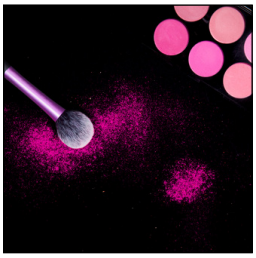
The Complainant's appeal will be determined by the CEO who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 20 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Each party to the review may be accompanied or assisted by another party, at that party's

STUDENT GRIEVANCE

Grievance Policy and Procedures



8.3 Stage 3.

External Review

If the Complainant is not satisfied with the outcome of their appeal then an independent mediator can be requested to review the decision, through the Resolution Institute. The institute can be contacted through:

Level 1, 13- 15 Bridge Street, Sydney NSW 2000

Phone: 02 9251 3366 Free call: 1800 651 650

Fax: 02 9251 3733 Email: infoaus@resolution.institute

The Complainant will be advised in writing of the outcome of the external review, including the reasons for the decision within 20 working days.

The Australian Academy of Beauty Dermal and Laser Pty Ltd will be give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt. Each party to the review may be accompanied or assisted by another party, at that party's cost.

Record Management of Grievance Records

Records relating to grievances 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 Dermal and Laser Pty Ltd. There is also a record of the grievance maintained within the Australian Academy of Beauty Dermal and Laser Pty Ltd student management system on Google Drive.

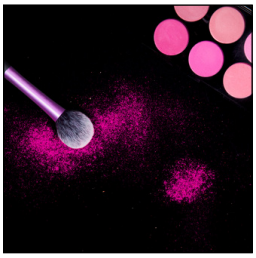
This includes the details about the grievance and a diary log which records the progress of the grievance handling and closure. This record also records identified opportunities for improvement that result from grievances handling.

All records regardless of their format will be saved in a digital format into a secure folder located on the Australian Academy of Beauty Dermal and Laser Pty Ltd 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 CEO. Records stored on Google Drive are to be accessible only to RTO data administrators and managers.

STUDENT GRIEVANCE

Grievance Policy and Procedures



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 avoiding 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 Grievances Records

Australian Academy of Beauty Dermal and Laser Pty Ltd will retain records relating to grievances handling for a minimum of five (5) years.

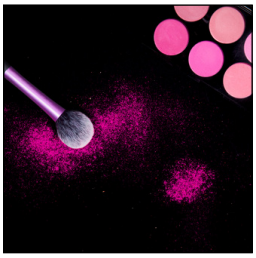
Destruction of Grievances Records

Australian Academy of Beauty Dermal and Laser Pty Ltd CEO is the only person who can authorise (in writing) the destruction of grievance 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.

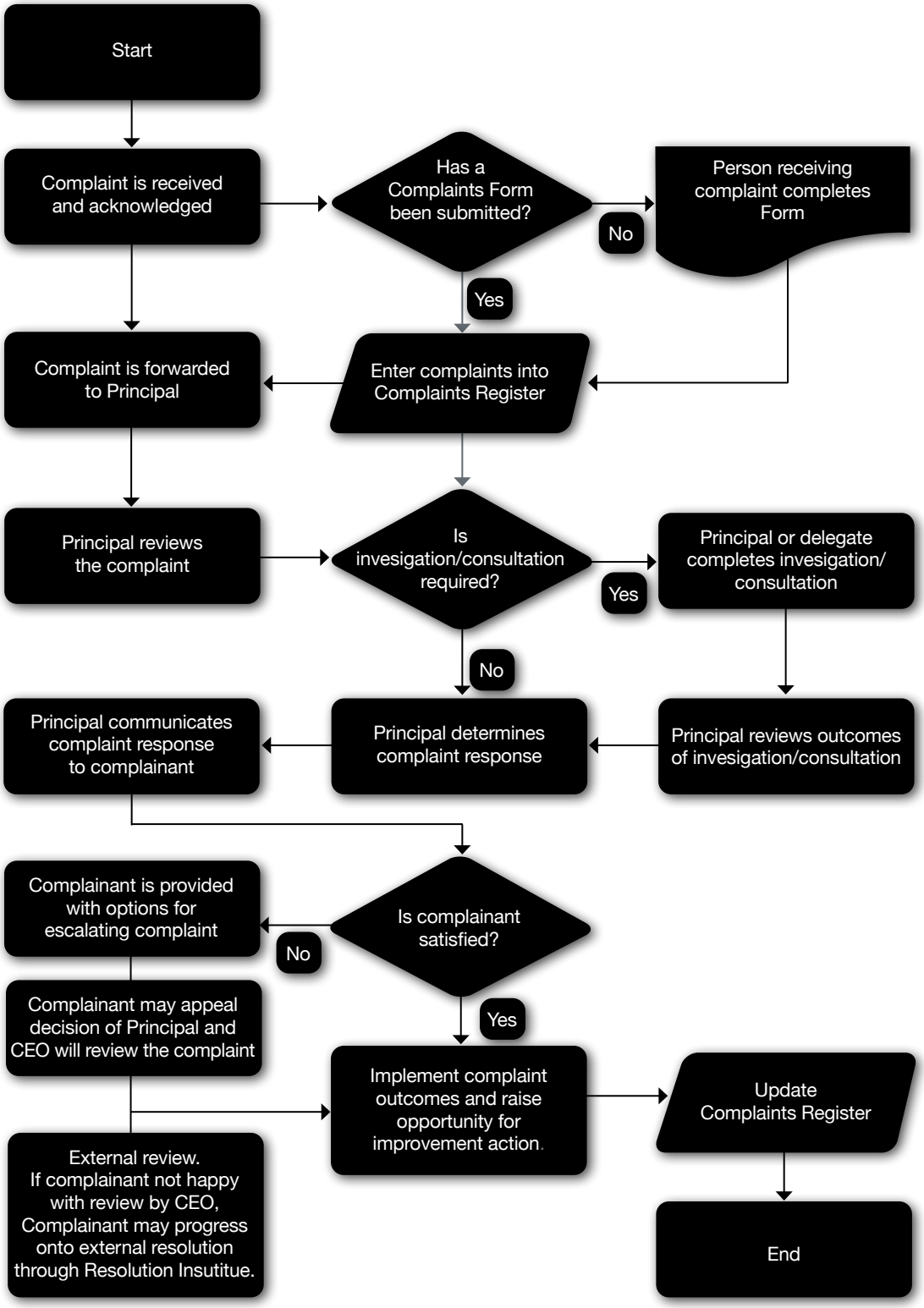
Publication October 30th, 2019

STUDENT GRIEVANCE

Policy and Procedures

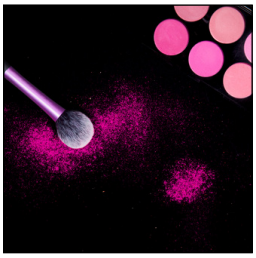


Complaints Handling Process



STUDENT APPEALS

Appeals Handling Policy and Procedures



Appeals Handling

Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser. 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 Dermal and Laser or a third party providing services on Australian Academy of Beauty Dermal and Laser behalf. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that Australian Academy of Beauty Dermal and Laser 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.

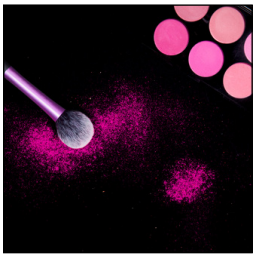
Making an appeal

An appeal must be received by Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser - 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:

STUDENT APPEALS

Appeals Handling Policy and Procedures



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 Dermal and Laser, they are advised to contact Australian Academy of Beauty Dermal and Laser immediately at the following phone number: 0413593177

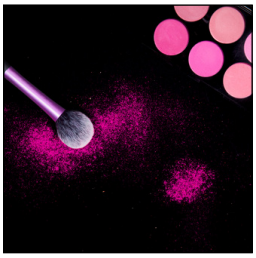
Appeal handling procedure

Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser - 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 Dermal and Laser 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 Dermal and Laser including all details of lodgement, response and resolution. The appeals register within Google Drive 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.
- The appeals policy must be publicly available. This means that the appeals policy and procedure must be published on the Australian Academy of Beauty Dermal and Laser 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

STUDENT APPEALS

Appeals Handling Policy and Procedures



appellant within **fourteen (14) working days** of the lodgement of the appeal.

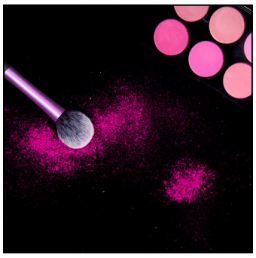
- Appeals must be resolved to a final outcome within **sixty (60) calendar days** of the appeal being initially received. Where Australian Academy of Beauty Dermal and Laser Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the appeal, the CEO must inform the appellant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser 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 Dermal and Laser 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 Dermal and Laser representative is to disclose information to any person without the permission of Australian Academy of Beauty Dermal and Laser 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.

Third Party Review

Where the appellant is not satisfied with the handling of the matter by Australian Academy of Beauty Dermal and Laser, they have the opportunity for a body or person that is independent of Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser 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

STUDENT APPEALS

Appeals Handling Policy and Procedures



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 Dermal and Laser Chief Executive Officer will advise of an appropriate party independent of Australian Academy of Beauty Dermal and Laser to review the appeal outcome (and its subsequent handling) and provide advice to Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser as final, advised to the appellant in writing and implemented without prejudice.

Where the Australian Academy of Beauty Dermal and Laser appoints or engages an appropriate independent person to review an appeal, the Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser 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 Dermal and Laser 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:

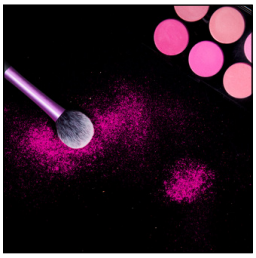
- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Service** via the following phone number: 13 38 73.

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 Dermal and Laser for information.

The Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser considers that it would be extremely unlikely that appeals are not able to be resolved quickly within Australian Academy of Beauty Dermal and Laser internal arrangements.

STUDENT APPEALS

Appeals Handling Policy and Procedures



Record Management of Appeals Records

Records relating to appeals 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 appellant or generated by Australian Academy of Beauty Dermal and Laser. There is also a record of the appeal maintained within the Australian Academy of Beauty Dermal and Laser student management system Google Drive. This includes the details about the appeal and a diary log which records the progress of the appeal handling and closure. This record also records identified opportunities for improvement that result from appeals handling.

All records regardless of their format will be saved in a digital format into a secure folder located on the Australian Academy of Beauty Dermal and Laser 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 Google Drive are to be accessible only to Google Drive 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 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

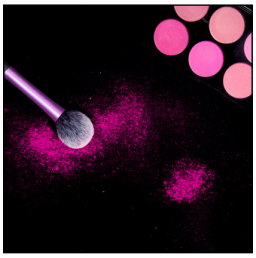
Australian Academy of Beauty Dermal and Laser is to retain records relating to appeals handling for a minimum of five (5) years.

Destruction of Appeals Records

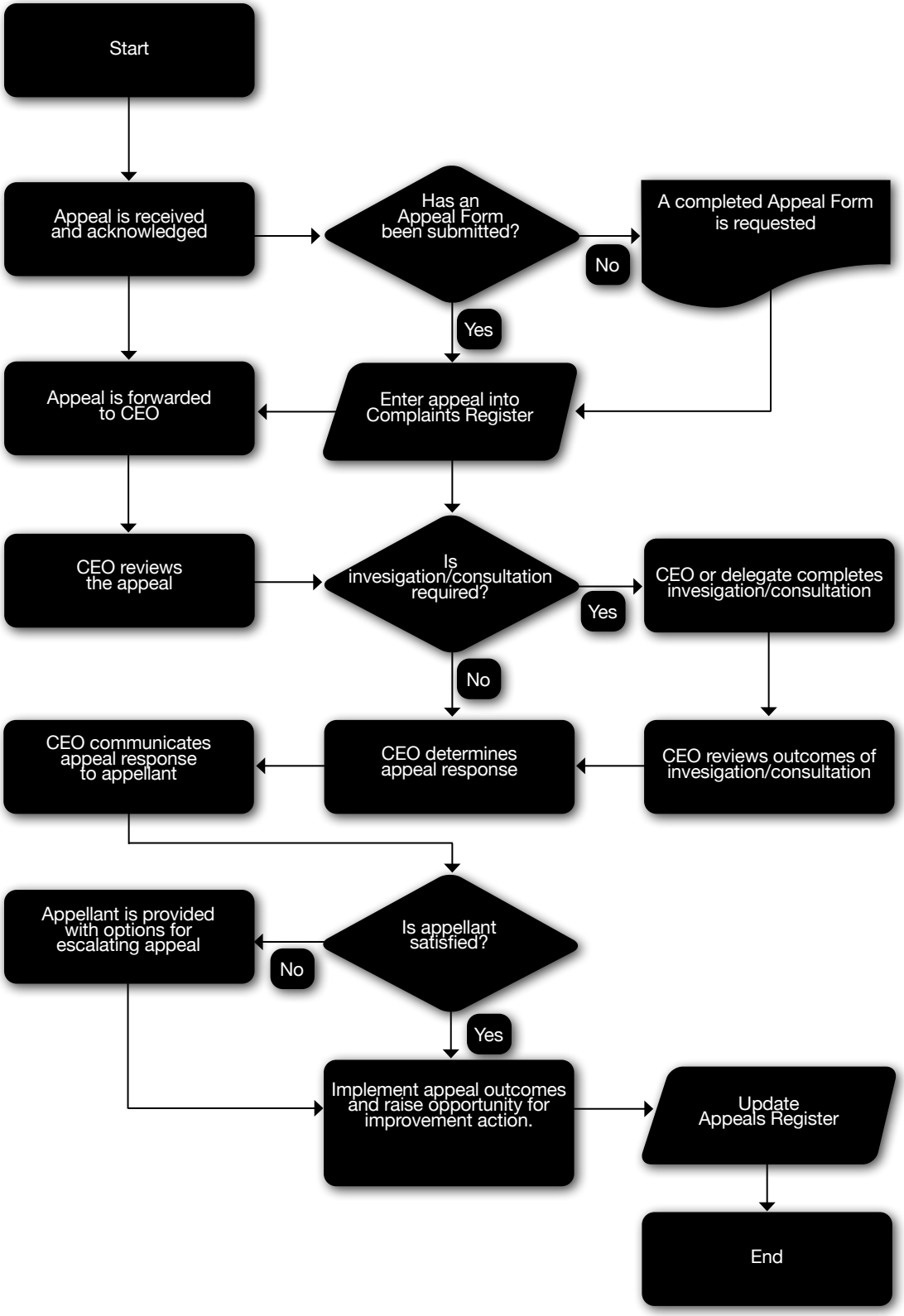
Australian Academy of Beauty Dermal and Laser CEO is the only person who can authorise (in writing) the destruction of appeals handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being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

STUDENT APPEALS

Appeals Handling Policy and Procedures

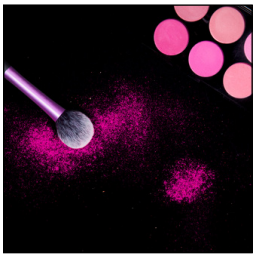


Administrative Appeals Handling Process

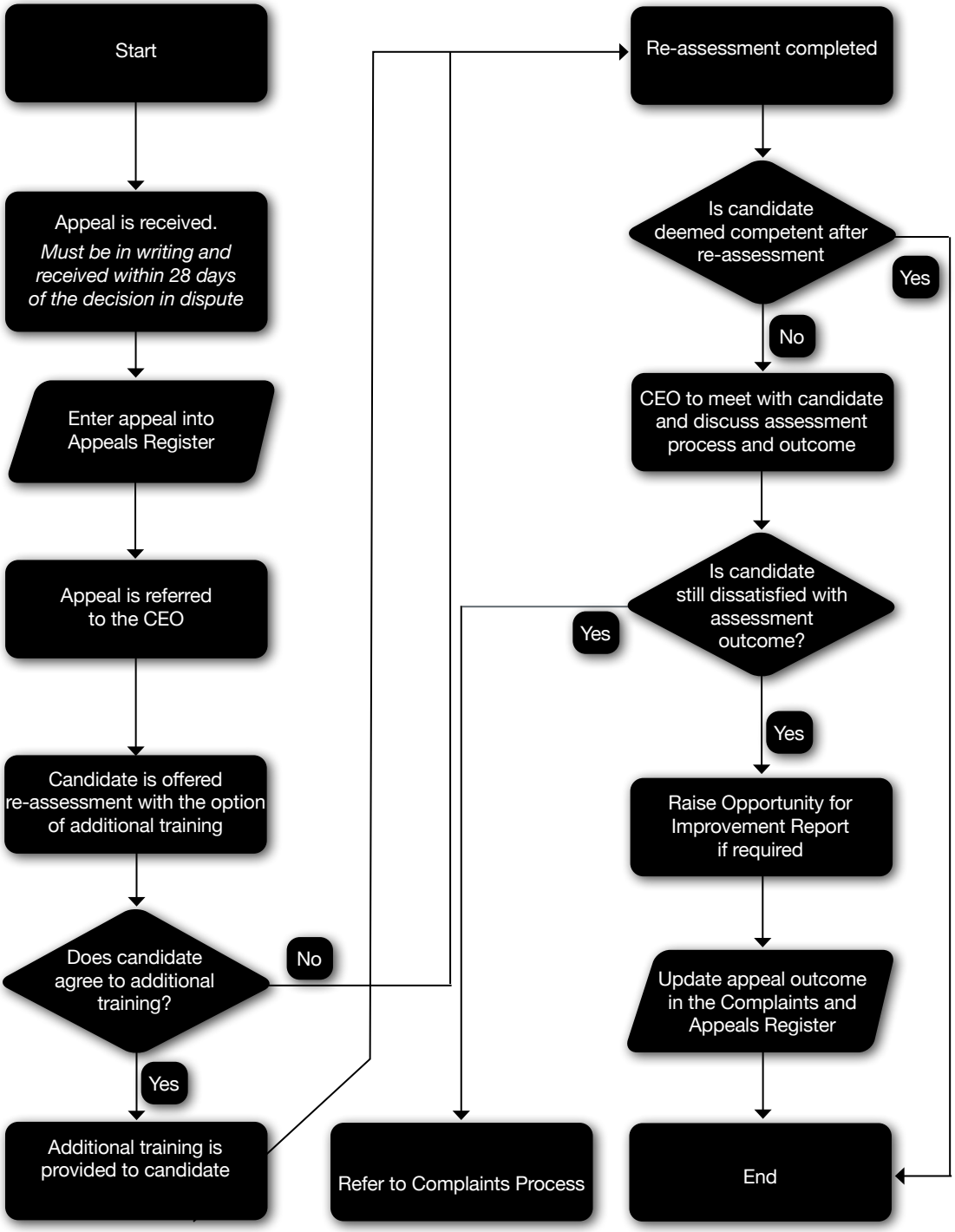


STUDENT APPEALS

Appeals Handling Policy and Procedures

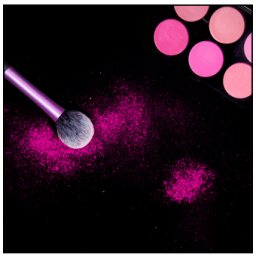


Assessment Appeals Handling Process



FEES & CHARGES

Course Charges



Course	Cost
The Beauty Business (Double Diploma) Fully covered with VET Student Loans for qualifying students	$ 26,794.00
■ **SHB50115 Diploma of Beauty Therapy** **(VET Student Loan available for qualifying students $16,077)**	$ 16,077.00
■ **SHB50216 Diploma of Salon Management** (VET Student Loan available for qualifying students for $10,717)	$ 10,717.00
Personal contribution NIL	
SHB50115 Diploma of Beauty Therapy (VET Student Loan available for qualifying students for $16,077) Personal contribution $6000 with weekly repayments of $125 for 48 weeks	$ 22,077.00
Please Note: VET Student Loans will not be approved for students who do not meet eligibility requirements. A VET student loan gives rise to a HELP debt that continues to be a debt to the Commonwealth until it is repaid.	
AABT60119 Laser or IPL for Hair Reduction (No VET Student Loan available) Repayments $105 x 48 weeks	$ 5,000.00
AABT50119 Advanced IPL, Laser and Dermal Therapies (No VET Student Loan available) Repayments $62.50 x 48 weeks	$ 3,000.00
SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction (No Vet loan available) Repayments $228 x 44 weeks	$ 10,000.00
SHB50216 Diploma of Salon Management (VET Student Loan enabled for qualifying students for $10,717)	$ 10,717.00
SHB40115 Certificate IV in Beauty Therapy	$ 18,750.00
Upgrade from SHB40115 Certificate IV in Beauty Therapy to SHB50115 Diploma of Beauty Therapy (VET Student Loan enabled)	$ 10,000.00

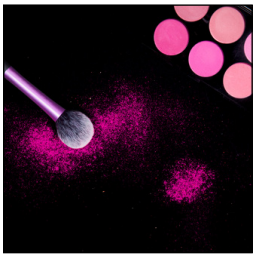
Short Courses

■ SHBBMUP001 Apply Eyelash Extensions	$ 2,250.00
■ SHBBFAS001 Provide lash and brow treatments	$ 550.00
■ SHBBSPA003 Provide stone therapy massages	$ 500.00
■ SHBBMUP002 Design and apply makeup	$ 1,250.00
■ SHBBNLS001 Provide Manicure and Pedicare treatments	$ 450.00
■ SHBBHRS001 Provide waxing services and SHBBHRS002 Female Intimate Waxing services	$ 1,000.00
City and Guilds International examinations (Beauty)	$ 250.00
Compulsory uniform	$ 135.00
Re issue of Certification	$ 50.00
Reassessment Fee (for late or missed assessments without prior approval)	$ 100.00

Prices effective for 2021.

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 your Australian Diploma.

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

These prices are effective for 2021.

Consumer rights

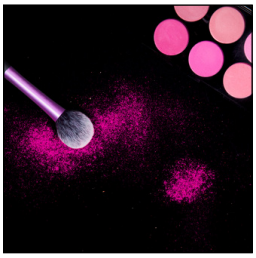
Students have rights as a consumer under Australia's Consumer Protection Laws including a 2 day cooling off period from enrolment

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:
https://consumerlaw.gov.au/consumers-and-acl
https://www.fairtrading.nsw.gov.au/buying-products-and-services/buying-services/education-and-training

PAYMENT OPTIONS

Ezidebit



The Australian Academy of Beauty Dermal and Laser 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/

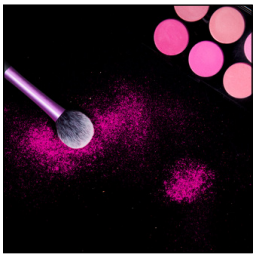
I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores my/our personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to Ezidebit on my/our written request.

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

The Australian Academy of Beauty Dermal and Laser Pty Ltd offers VET student loans for:

- SHB50115 Diploma of Beauty Therapy
- SHB50116 Diploma of Salon Management

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 Dermal and Laser will advise the Commonwealth Department of Education and Training you wish to access the VET Student Loan scheme.

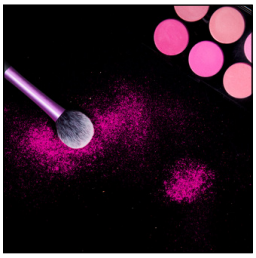
You will receive an email from the Department with a username and password. You then create an online application. You must have your USI number and tax file number handy.

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

PAYMENT OPTIONS

VET Student Loans



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 for any unit of study.

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.

The day after 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 on or 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.

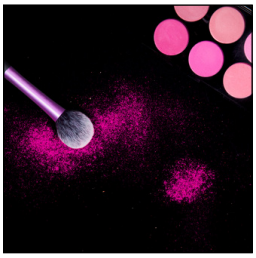
What is needed to be eligible for VET Student Loans assistance?

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

- Satisfy the entry criteria including academic suitability requirements;
- 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 usually resident in Australia;
- Be a New Zealand citizen who:
    - Holds a special category visa
    - has usually been resident in Australia for at least 10 years and
    - First entered Australia as a minor under 18 years of age and
    - Has lived in Australia for 8 of the last 10 years and
    - 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;
- Provided the Academy with all information and documents including USI number, Proof of citizenship, Academic suitability etc
- Be undertaking the course Primarily at a campus in Australia.
- 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.

PAYMENT OPTIONS

VET Student Loans



What is the census day?

The census day is the date by which an enrolment can be cancelled without incurring tuition fees for the course or part of the course. The census day of a unit of study is also 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. Census days will apply to each of the VET units of study in which a person enrols, with the student taking out a loan for any tuition fees that remain unpaid at the end of each census day.

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.

- A student may cancel their enrolment by
    1. withdrawing from each VET unit of study on or before the census day and
    2. In accordance with our *Student Withdrawal Procedures and Refund Policy for Approved Courses*

- Withdrawal on or before the census day will result in the student
    1. not incurring a VET Student Loan debt and/or
    2. receiving a refund for any upfront tuition fee payments made on or before the census day

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.**

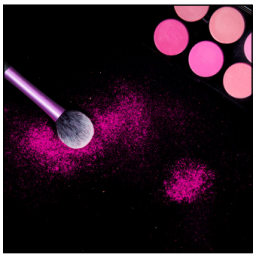
The FEE-HELP limit for 2021 is $108,232.00 for most students.

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 $16,077 is used total debt would be $19,292.40.

PAYMENT OPTIONS

VET Student Loans



For the SHB50216 Diploma of Salon Management if a full VET Student Loan of $10,717 is used total debt would be $12,800.40.

This fee is charged by the government and not paid to the academy. Your HELP debt is also indexed each six months. Current and past indexation are available on the ATO website at www.ato.gov.au.

Note the total loan amount cannot be greater than a student's remaining FEE-HELP balance

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 year 2021, the VET Student Loans threshold level is $46,620.00.

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

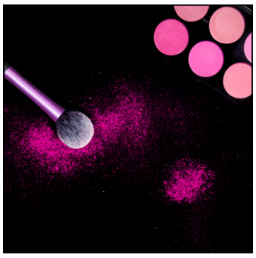
- A VET Student Loan can be used to help a student undertake an approved VET course and can be applied to a student's VET tuition fees - provided their total FEE-HELP limit has not been exceeded.
- Eligibility for VET Student Loans is not affected by previous qualifications or your study results.
- Any 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.
- Vet student loans will not be approved for students who do not meet the eligibility requirement. A Vet Student Loan gives rise to a HELP debt that continues to be a debt to the commonwealth until it is repaid.

Keeping Track of your VET Student Loan

- Once you commence your course enrolment, and prior to your first census date for your course, you will receive a VET Student Loans Statement of Covered Fees which will provide details of the total course fee and how much will be covered by the loan amount.
- Your course may cost more than the VET Student Loan Cap. If so you will need to pay, or arrange to pay, the difference (referred to as a gap) between the course fees and the VET Student Loan Cap prior to your first census day. In addition to the Statement of Covered Fees, you will receive a VET Student Loan Fee Notice at least 14 days before a census day that will show you the amount of tuition fees that will, and will not, be covered under a VET Student Loan for that particular fee period.
- If you withdraw your enrolment on or before the census day, you will not incur the tuition fees for that fee period. This applies to fees covered by the VET Student Loan and any gap or upfront fees paid for that fee period.
- Two days after the census day has passed you will be emailed a Commonwealth Assistance Notice (CAN) that provides you with further information about your debt. If you believe your CAN is incorrect, you should contact the Australian Academy of Beauty Dermal and Laser Pty Ltd immediately.

PAYMENT OPTIONS

VET Student Loans



VET Student Loans Progressions

■ The Australian Government has introduced the VET Student Loan Progression process to make sure that you are a genuine student and continuing with your studies and wish to continue to access your VET Student Loan.

■ To continue to be eligible for a VET Student Loan, you will need to submit a VET Student Loan Progression form through the government's eCAF system approximately every four months.

■ During each VET Student Loan Progression period:

- A Progression email will be sent to your personal email account with a link to the VET Student Loan Progression form.
- You will have two weeks to complete the form after your receive the email notification.

■ Please note that if you do not complete the VET Student Loan Progression form, you may be unable to continue accessing the VET Student Loan to pay your fees. This means that you will need to pay your tuition fees directly to the Australian Academy of Beauty Dermal and Laser Pty Ltd if you want to continue studying your course.

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 pay your tuition fees for your course. This will be done electronically and the academy will advise you when this is required to be done.

■ All policies and procedures relating to VET Student Loans, Withdrawal Policies, Census dates and the VET Student Loans booklet for 2019 are on our website under the heading VET Student Loans on the right hand side.

■ Tuition fees and payment options are on the website under Courses - Fees and charges.

■ It is important for an enrolled student to notify the Academy of any change of address, phone number or email address.

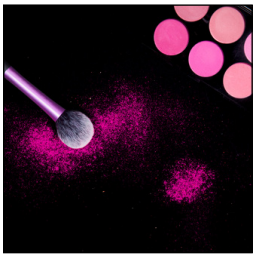
■ The Department of Education my contact students to verify enrolment in a course.

■ 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 2020-2021 on our website.

OTHER POLICIES

Statement of Tuition Assurance for exempt VET Student Loans (VSL) providers



Introduction

1. Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE HELP balance for the affected part of the course will be re-credited.
2. As an approved provider under the VET Student Loans Act 2016, Australian Academy of Beauty Dermal and Laser Pty Ltd ABN: 88089942647 ACN: 089942647 must be a party to an approved tuition assurance arrangement or have an approved exemption in place.
3. It is intended that, from 1 January 2018, Australian Academy of Beauty Dermal and Laser Pty ltd will be exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead, Australian Academy of Beauty Dermal and Laser 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 Australian Academy of Beauty Dermal and Laser Pty Ltd obligations from that date.
5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Australian Academy of Beauty Dermal and Laser Pty Ltd website and advised to all students that have enrolled in the intervening period.

What happens if Australian Academy of Beauty Dermal and Laser Pty Ltd closes or ceases to provide any part of a course a trainer is enrolled in?

Information for affected students

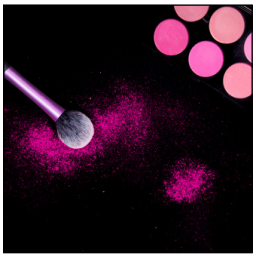
6. Australian Academy of Beauty Dermal and Laser Pty Ltd will notify affected students in writing that an approved course is no longer provided within 2 business days after Australian Academy of Beauty Dermal and Laser Pty Ltd ceases to provide the course after it starts but before it is completed.
7. As soon as practicable, Australian Academy of Beauty Dermal and Laser 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 (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.

OTHER POLICIES

Statement of Tuition Assurance for exempt VET Student Loans (VSL) providers



10. Affected students will be offered a replacement course and may seek a review about 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, Australian Academy of Beauty Dermal and Laser Pty Ltd will re-credit the student's FEE-HELP balance for the affected parts of the original course. The amount re-credited will be equal to the amount of
    VET Student Loan used to pay tuition fees for the student for the course, or parts of the course.

Prepaid fees

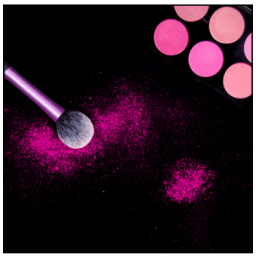
16. For tuition fees paid up-front below $1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from Australian Academy of Beauty Dermal and Laser Pty Ltd if Australian Academy of Beauty Dermal and Laser Pty Ltd fails to provide the agreed services. Australian Academy of Beauty Dermal and Laser Pty Ltd has in place a refund policy which is detailed in student handbook. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Record keeping

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

FINANCIAL MANAGEMENT

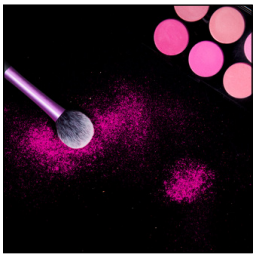
Protecting Pre-Paid Fees



The Academy does not collect more than $1500 in prepaid fees for accredited courses.

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 Dermal and Laser ceases to provide an Approved Course

If for any reason the Australian Academy of Beauty Dermal and Laser ceases to provide an Approved Course after it starts but before it is completed then the Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser'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 Dermal and Laser provides a replacement course

When the Australian Academy of Beauty Dermal and Laser provides a replacement course under a tuition assurance arrangement the Australian Academy of Beauty Dermal and Laser 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

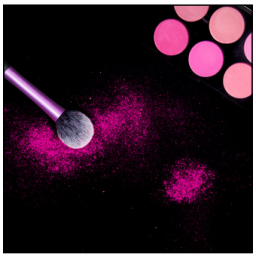
(b) is not charged tuition fees for a replacement component of the replacement course.

3. Publication October 31st 2019

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

OTHER POLICIES

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



Overview

This policy relates to the process Australian Academy of Beauty Dermal and Laser Pty Ltd (the Australian Academy of Beauty Dermal and Laser) 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 Dermal and Laser 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.

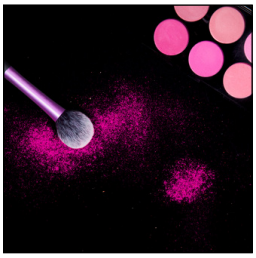
2.0 Re-crediting a FEE-HELP Balance due to special circumstances

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 Dermal and Laser 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.

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 Principal 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 Dermal and Laser, 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 Dermal and Laser 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.

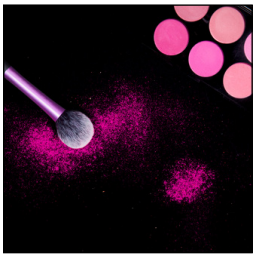
2.9 The Australian Academy of Beauty Dermal and Laser will consider each application as soon as practical but no later than 28 days of receipt of the application. If the Australian Academy of Beauty Dermal and Laser is satisfied that special circumstances prevented, or will prevent, the Student from 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 Dermal and Laser 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.

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

OTHER POLICIES

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



3.1 Where the Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser, 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 Dermal and Laser, 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:

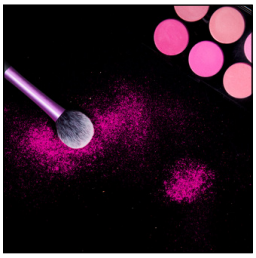
- review the information from the original decision and then assess any new evidence provided by the Student;
- provide written notice to the Student of the decision, setting out the reasons for the decision;
- inform the Student of their right to apply to the Administrative Appeals Tribunal if they 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.

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 $932 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

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



AAT website for more details. Details of the closest AAT office can also be found on the AAT website: www.aat.gov.au/ContactUs 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 Dermal and Laser 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 Dermal and Laser, or a person acting on the Australian Academy of Beauty Dermal and Laser's behalf, engaged in unacceptable conduct in relation to the Student's application for the VET Student Loan; or
- the Australian Academy of Beauty Dermal and Laser has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the Student.

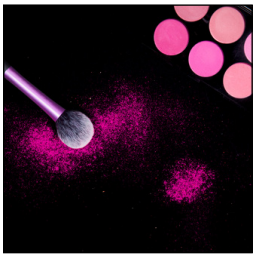
5.2 A Student must apply in writing to the Secretary of the Department within 5 years after the Census Day for the course, or the part of the course, concerned, or within that period as extended by the Secretary of the Department.

6.0 Publication October 31st 2019

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

APPENDIX I

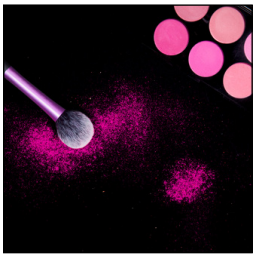
Location of AAT Offices



STATE OR TERRITORY	PHYSICAL LOCATION	POSTAL DETAILS	FAX NUMBER
New South Wales	Level 6 83 Clarence St Sydney NSW 2000	GPO Box 9955 Sydney NSW 2001	02 9276 5599
Queensland	Level 6 295 Ann St Brisbane QLD 4000	GPO Box 9955 Brisbane QLD 4001	07 3052 3001
South Australia	Level 2 1 King William St Adelaide SA 5000	GPO Box 9955 Adelaide SA 5001	08 8128 8099
Tasmania	Edward Braddon Building Commonwealth Law Courts 39–41 Davey St Hobart TAS 7000	GPO Box 9955 Hobart TAS 7001	03 9276 5597
Victoria	Level 4 15 William St Melbourne VIC 3000	GPO Box 9955 Melbourne VIC 3001	03 9454 6998
Western Australia	Level 13 111 St Georges Terrace Perth WA 6000	GPO Box 9955 Perth WA 6001	08 6222 7299

OTHER POLICIES

Student Admission Procedures for Approved Courses



Overview

The Australian Academy of Beauty Dermal and Laser Pty Ltd (the Australian Academy of Beauty Dermal and Laser) 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 Dermal and Laser.

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 of administering the *VET Student Loans Act 2016.*

1.0 Fair Treatment and Equal Benefits and Opportunity

1.1 The Australian Academy of Beauty Dermal and Laser will treat fairly all students and potential students.

1.2 The Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser, 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 Dermal and Laser 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 Dermal and Laser 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 a potential student must attend an information evening.

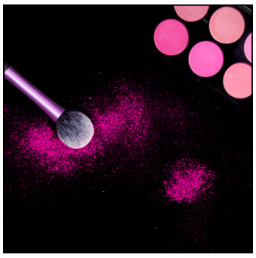
This is to ensure a potential student displays a real interest in the course and understands the commitments of the course.

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

apply. In the case of fees that are not Tuition Fees the Australian Academy of Beauty Dermal and Laser will ensure that Students understand that the fees are not for

OTHER POLICIES

Student Admission Procedures for Approved Courses



2.2 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 Dermal and Laser's entry requirements for the Approved Course (set out above); and
- The Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser 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 Dermal and Laser reasonably believes that the Student displays that competence; or
  - The Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser will assess the Student's competence at or above Exit Level 3 in the ACSF reading and numeracy using the Learning Resources Group LLN Robot.

If a student is required to be assessed using the LLN tool, you will be emailed the procedure prior to enrolment confirmation. You will be required to attend the college on a certain nominated day of the week to undertake this testing under the supervision of a Qualified trainer and Assessor.This test will be conducted with honesty and integrity.

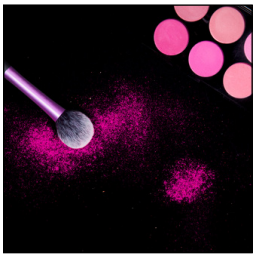
You will also be advised of a support person should you need clarification on any matter.Results of the testing will be emailed to you as soon as practicable after the assessment

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.

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.

Students to supply

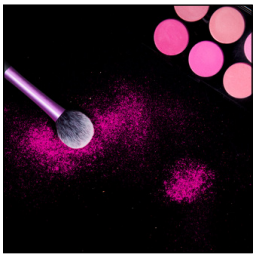
- Notebook, stationery for class
- Laptop, or ipad recommended for class but not essential
- Computer and internet required at home for research and theory assessments
- Unique email address
- Uniform (cost $135)
- Closed in flat rubber soled shoes

3.0 Communicating to Potential Students Prior to Enrolment

3.1 The Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser 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 Dermal and Laser'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 Dermal and Laser's website the Tuition Fees for the Approved Course; the census days for the Approved Course; the Australian Academy of Beauty Dermal and Laser'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 Dermal and Laser of any change of contact details.

3.3 The Australian Academy of Beauty Dermal and Laser 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

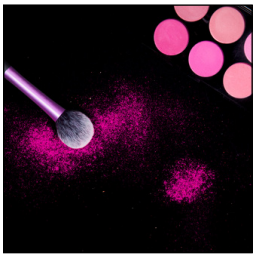
4.1 A Potential Student is encouraged to read all course information provided on our website, in the Prospectus and Student Handbook. The Potential Student is invited to attend an information evening to ensure they understand the course and policies and procedures. The CEO personally discusses all aspects of the course with Potential Students.

4.2 Once a Potential 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



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.

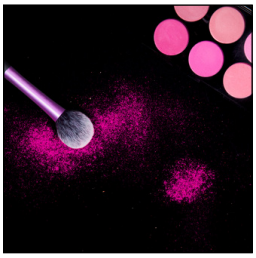
5.2 If a Student applies for a VET Student Loan the Australian Academy of Beauty Dermal and Laser will collect and verify the following information from applicants:

- 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.

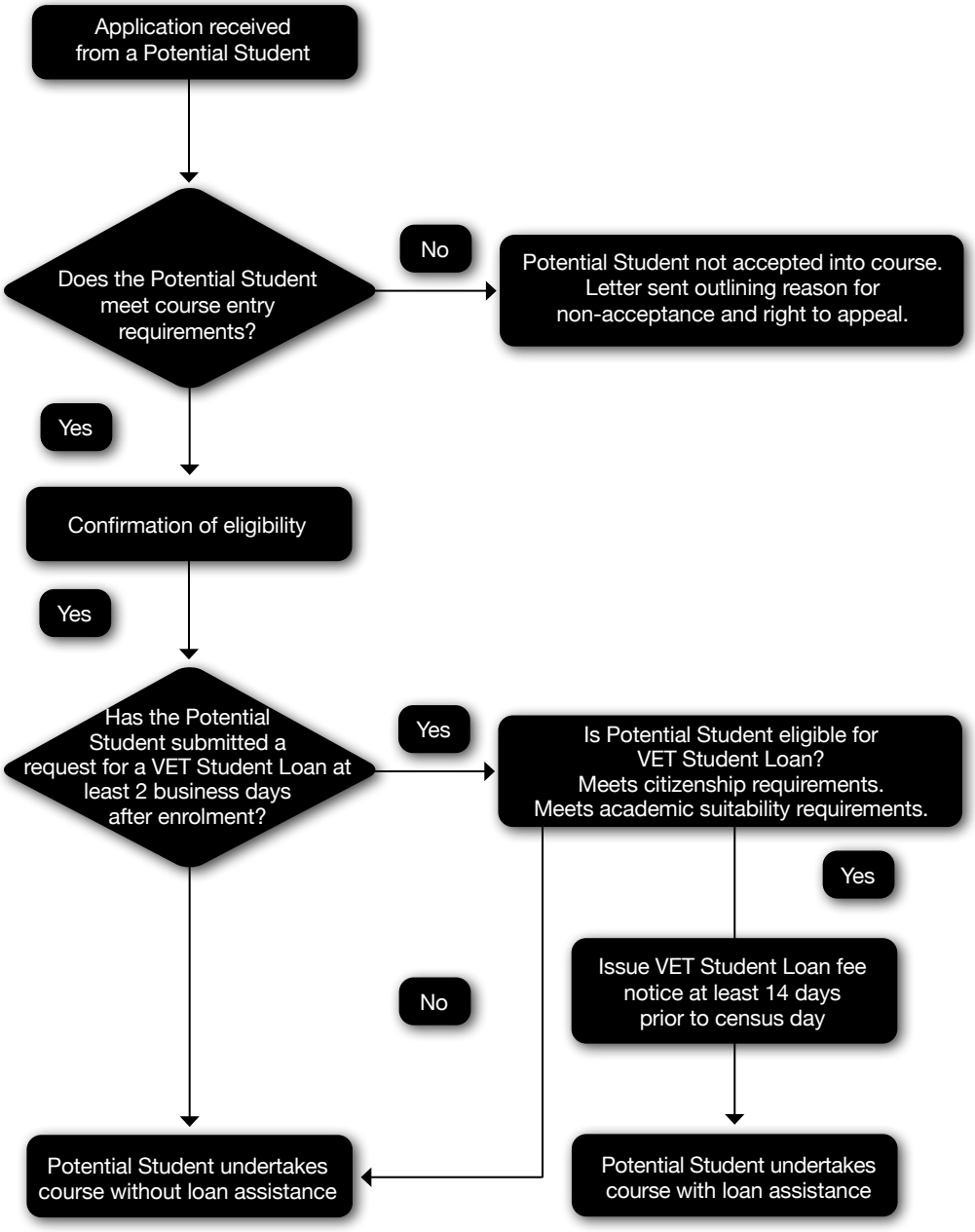
5.3 Information and documents collected for the purposes of, or in relation to, an application by a Student for a VET Student Loan (including the date and time the application is received) will be kept for a period of at least 5 years.

6.0 Publication October 31st 2019

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

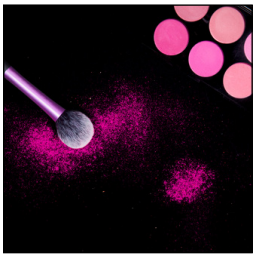


7.0 Enrolment Process Flow



OTHER POLICIES

Privacy and Personal Information Procedures



1. Overview

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

In collecting personal information the Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser will only collect personal information from individuals by fair and lawful means which is necessary for the functions of the Australian Academy of Beauty Dermal and Laser. The Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser.

The information requested from individuals by the Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser certain information then the Australian Academy of Beauty Dermal and Laser may be unable to enrol that person in a course or supply them with appropriate information.

3. Privacy Statement and VET Data Use Statement

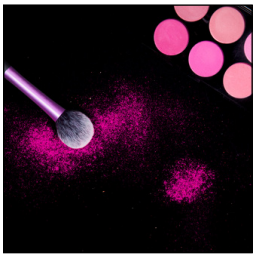
Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Australian Academy of Beauty Dermal and Laser Pty Ltd is required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training.

This information may be collected from you, your parent or guardian, such as your name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including your ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).

Your Personal Information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by the Australian Academy of Beauty Dermal and Laser Pty Ltd for statistical, regulatory and research purposes.

OTHER POLICIES

Privacy and Personal Information Procedures



You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note 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 Australian Privacy Principles 2014, the National 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 Dermal and Laser 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 Dermal and Laser. This information includes personal and contact details, course and unit enrolment details and changes.

Australian Academy of Beauty Dermal and Laser Pty Ltd may disclose your personal information for these purposes to third parties including:

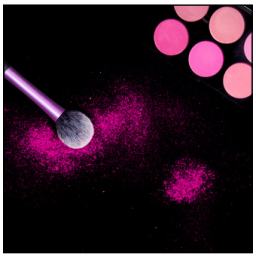
- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting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

This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- Issuing a VET statement of attainment or VET qualification and populate authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populate RTO student enrolment forms;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

The Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser 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 Dermal and Laser 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 Dermal and Laser 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.

5. Security and integrity of personal information

The Australian Academy of Beauty Dermal and Laser is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses the Australian Academy of Beauty Dermal and Laser 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.

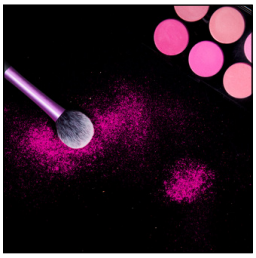
The Australian Academy of Beauty Dermal and Laser will store securely all records containing personal information including enrolment records and USI number and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification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

Where the Australian Academy of Beauty Dermal and Laser has no further use for personal information for any purpose disclosed by the Australian Academy of Beauty Dermal and Laser, 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 Dermal and Laser 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 Dermal and Laser holds about them; however the Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser should be sent to:

Amanda McIntyre
The Australian Academy of Beauty Dermal and Laser
Amanda@aabt.com.au

7. Complaints about an alleged breach of the APPs

Where an individual believes that the Australian Academy of Beauty Dermal and Laser has breached a Privacy Principle in relation to that individual they may lodge a complaint using the Australian Academy of Beauty Dermal and Laser'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.

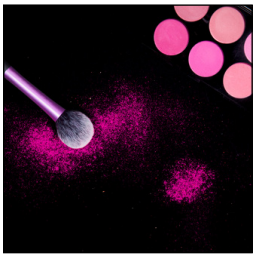
8. Publication 31st October 2019

These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enrol with the Australian Academy of Beauty Dermal and Laser by publication on the Australian Academy of Beauty Dermal and Laser's website: www.australianacademyofbeautytherapy.com.au Alternatively, a copy of this policy may be requested by contacting the Australian Academy of Beauty Dermal and Laser 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 Dermal and Laser will advise students on enrolment about these procedures and where they are located.

OTHER POLICIES

Electronic Signature Policy



The Australian Academy of Beauty Dermal and Laser 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.

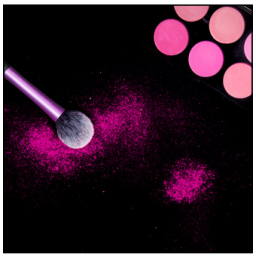
Students and staff are responsible for any information they provide, update or remove. All staff and students are responsible for protecting the confidentiality of their user name and password. Students must never give their user name and password to another person.

The Australian Academy of Beauty Dermal and Laser 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 2000 NSW) and the (electronic transactions amendment act 2011 NSW).

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.

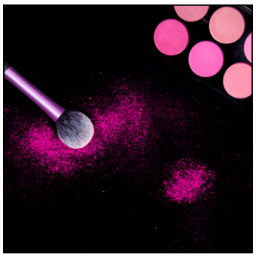
The Act: Higher Education Support Act 2003.

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 Dermal and Laser Pty Ltd (the Australian Academy of Beauty Dermal and Laser) will market its VET Courses of Study in an ethical manner and in compliance with the VET Guidelines.

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

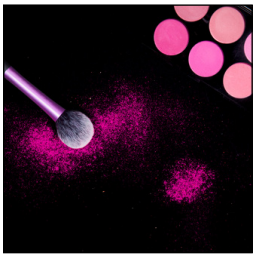
Pre-enrolment information

Prior to enrolment the Australian Academy of Beauty Dermal and Laser 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;

OTHER POLICIES

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



- 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;
- 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 Australian Academy of Beauty Dermal and Laser 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 Australian Academy of Beauty Dermal and Laser 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 Australian Academy of Beauty Dermal and Laser 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 Australian Academy of Beauty Dermal and Laser 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.

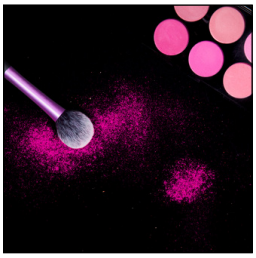
Agents

The Australian Academy of Beauty Dermal and Laser does not use agents or third parties for recruitment.

The Australian Academy of Beauty Dermal and Laser will comply with all marketing requirements for VET Student Loans.

OTHER POLICIES

Legislative Requirements and Compliance



Compliance with Commonwealth, State/Territory legislation and regulatory requirements. The Academy adheres to all relevant Commonwealth, State and Territory legislation and regulatory requirements. Staff and students are made aware of specific requirements through induction and orientation sessions, notice boards memos, discussions and meetings. The Principal of The Academy is responsible for the dissemination and implementation of the relevant legislation. Legislation within The Academy's scope includes regulations detailed on the following page.

Where possible a hard copy is kept on the premises for easy referral, otherwise staff and students are able to access the relevant acts from the links below.

Appropriate government offices are:

Commonwealth Legislation

Government offices: 1300 565 6863

Website: http://www.legislation.gov.au

State of NSW legislation

Level 23, AMP Centre, 50 Bridge Street Sydney

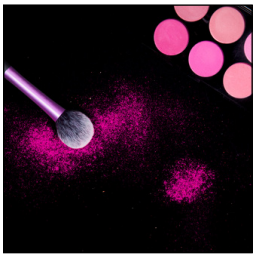
Ph: 9321 3333

Website: http://www.legislation.nsw.gov.au

Because legislation is frequently amended, these offices recommend that websites be used to download any legislation that is relevant to The Academy's scope of operations.

OTHER POLICIES

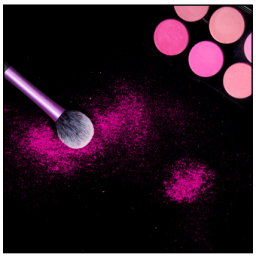
Legislative Requirements and Compliance



	Weblink
Work Health and Safety Act 2011	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+10+2011+cd+0+N
The Privacy Amendment (enhancing Privacy Protection) Act 2012 and Privacy regulation 2013	http://www.oaic.gov.au/privacy/privacy-act/privacy-law-reform
Workers Compensation Act 1987	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+70+1987+cd+0+N
Workplace Injury Management and Workers Compensation Act 1998	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+86+1998+cd+0+N
Anti Discrimination Act 1977	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+48+1977+cd+0+N
Child Protection (Working with Children) Act 2012	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+51+2012+cd+0+N
Apprenticeship and Traineeship Act 2001	http://www.legislation.nsw.gov.au/maintop/view/inforce/act+80+2001+cd+0+N
Public Health Act 2010 No127 (skin penetration public health regulation 2012)	http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+311+2012+cd+0+N
Copyright act 1968 (national act)	http://www.legislation.gov.au/Series/C2004A07378
National Vocational Education and Training Regulator Act 2011	http://www.legislation.gov.au/series/C2017C00245
National Vocational Education and Training Regulator (Transitional Provisions) Act 2011	http://www.legislation.gov.au/Details/C2017C00249
National Vocational Education and Training regulator (charges act) Act 2012	http://www.legislation.gov.au/Details/C2017C00217
VET Quality Framework	http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html
Student Identifier Act 2014	http://www.legislation.gov.au
Copyright Act 1968	http://www.legislation.gov.au
Disability Discrimination Act 1992	http://www.legislation.gov.au
Disability Discrimination Amendment Act 2002	http://www.legislation.gov.au
Equal Employment Opportunity (Commonwealth Authorities) Act 1987	http://www.legislation.gov.au
Freedom of Information Act	http://www.legislation.gov.au
Standards for registered training organisations 2015	http://www.legislation.gov.au
VET Student Loan Act 2016	https://www.legislation.gov.au/Details/C2017C00183
VET Student Loan Rules 2016	https://www.legislation.gov.au/Details/F2017C00963

OTHER POLICIES

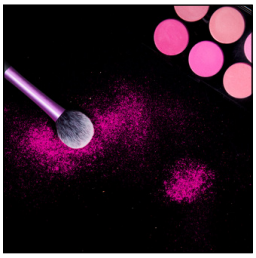
Legislative Requirements and Compliance



General description of legislation	
Work Health and Safety act	An Act to secure the health, safety and welfare of persons at work; to repeal the *Occupational Health and Safety Act 2000*; and for other purposes.
Privacy and Personal Information Act 1998	An Act to provide for the protection of personal information, and for the protection of the privacy of individuals generally; to provide for the appointment of a Privacy Commissioner; to repeal the Privacy Committee Act 1975; and for other purposes.
Workers Compensation Act 1987 and Workers Injury MGT and Compensation Act 1998	Workers compensation act: An Act to provide for the compensation and rehabilitation of workers in respect of work related injuries; to repeal the Workers' Compensation Act 1926 and certain other Acts; and for other purposes. Workers injury MGT and Compensation Act 1986: An Act to provide for the effective management of work-related injuries and injury compensation for workers in respect of such injuries; and for other purposes.
Anti-Discrimination Act 1977	An Act to render unlawful racial, sex and other types of discrimination in certain circumstances and to promote equality of opportunity between all persons.
Child Protection (working with children act) 2012	An Act with respect to registration and reporting requirements for certain offenders who commit sexual and other serious offences against children; and for other purposes.
Apprenticeship and Trainee Act	An Act to provide for the regulation of apprenticeships and traineeships; to repeal the Industrial and Commercial Training Act 1989; and for other purposes.
National Vocational Education and Training Regulator Act 2011	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met
Public Health Act 2010 No127 (skin penetration public health regulation 2012)	The Public Health Act 2010 and Public Health Regulation 2012 regulates body decorating and grooming practices carried out by people who are not registered as health professionals.
Copyright Act 1968	An Act relating to copyright and the protection of certain performances, and for other purposes
VET Quality Framework	The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced. The VET Quality Framework comprises: ■ the Standards for National VET Regulator (NVR) Registered Training Organisations ■ the Fit and Proper Person Requirements ■ the Financial Viability Risk Assessment Requirements ■ the Data Provision Requirements, and ■ the Australian Qualifications Framework.
Electronic Transactions Amendment Act 2010 NSW	
VET Student Loan Act 2016	Rules and Legislation for Providers offering VET Student Loans
VET Student Loan Rules 2016	Rules and Legislation for Providers offering VET Student Loans

OTHER POLICIES

Provider Cancellation of Enrolment Procedures 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. Provider Cancellation of Enrolment

Australian Academy of Beauty Dermal and Laser Pty Ltd (Australian Academy of Beauty Dermal and Laser) may decide in certain circumstances to cancel a Student's enrolment in a Course or part of a Course after the Census Day for the Course or part of the Course.

The circumstances that may lead to a student's cancellation from a Course or part of a Course are:

- That the student has not meaningfully engaged with the Course or part of the Course prior to the Census Day; and
- Australian Academy of Beauty Dermal and Laser believes the Student does not have a reasonable chance to complete the Course or part of the Course.

Where Australian Academy of Beauty Dermal and Laser has taken a decision to cancel a Student's enrolment Australian Academy of Beauty Dermal and Laser will:

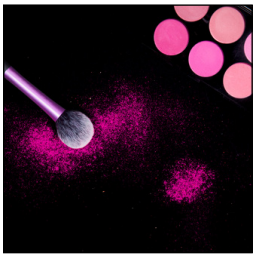
- inform the Student of the proposed cancellation; and
- provide the Student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and
- provide for the cancellation to take final effect only after any grievance procedures initiated by the Student have been completed; and
- set out the circumstances in which fees for the Course, or the part of the Course, concerned will, or will not be, refunded.

2. Publication October 31st 2019

This *Provider Cancellation of Enrolment Procedures for Approved Courses* is made available to Students and persons seeking to enrol with the Australian Academy of Beauty Dermal and Laser by publication on the website: www.australianacademyofbeautytherapy.com.au

OTHER POLICIES

Student Rights and Expectations



Students enrolled with Australian Academy of Beauty Dermal and Laser Therapy Pty Ltd can expect:

- To be treated with courtesy and respect
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- To be able to freely communicate alternative points of view in rational debate
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harrassment
- To rely on the protection of personal information
- To be able to access your personal records
- To be provided with timely and accurate information as it pertains to courses, enrolment and all administrative matters
- That assessment within courses will be implemented with equity
- That the facilities and equipment you use are safe, and comply with workplace health and safety guidelines

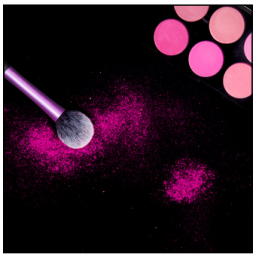
Behaviour contrary to the code of conduct, including but not limited to academic misconduct such as cheating, plagiarism or any breach of the academic integrity policy, will not be tolerated and may result in sanctions such as suspension or exclusion from the Academy. If you are unsure of what to do in any circumstance we encourage you to speak with your trainer or the Principal.

You should understand that serious offences such as sexual harrassment, racism, physical or verbal assault, or unlawful activities are likely to attract a suspension or exclusion from the Academy. External authorities, such as the police, will be alerted where a student's conduct breaks the law.

For minor breaches of the code of conduct you will receive a warning asking you to rectify your behaviour. This may be a verbal reminder of the expected behaviour or an official written warning. Sanctions may be applied however, including suspension, for consistent minor breaches of the code of conduct.

OTHER POLICIES

Student Rights and Expectations



Your Responsibilities

- As members of a learning environment you are expected to:
- Treat all others with respect and courtesy
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age or political conviction
- Respect the opinions and views of others
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harrassment or otherwise intimidating
- Participate in learning, maintain consistent levels of study, and submit assessments on time
- Take personal responsibility for your own learning, and maintain reasonable study progress, including proactively seeking additional assistance if required or notifying us of any difficulties
- Familiarise yourself with, and abide by our policies as detailed in this handbook
- Maintain high standards and a professional approach to your study program, and ensure that all work submitted is your own
- Prepare appropriately for all assessment tasks, salon visits and training sessions, and notify The Academy at least 24 hours prior if you are unable to attend
- Adhere to Work Health and Safety Legislation and report any perceived risks as they become known
- Notify The Academy if your personal information or contact details change

Behaviour Management

- A display of any of the following behaviours may lead to disciplinary action:
- Disobeying a reasonable educator request
- Rude or derogatory behaviour or action
- Disruptive behaviour
- Non-attendance or non-participation

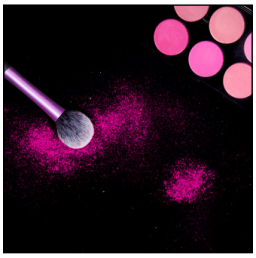
These actions may result in verbal and/or written warnings. Failure to heed verbal and written warnings, in ongoing situations of non-compliance and misconduct, will result in further disciplinary action at the discretion of the Principal and/or CEO.

Cheating and Plagiarism

Cheating is student behaviour that sets out to defeat the purpose of any item of an individual assessment. Any student who cheats, attempts to cheat, plagiarises, or incites another student to cheat or plagiarise in any assessment activity with face academic penalties.

OTHER POLICIES

Student Rights and Expectations - Grooming



All students are expected to maintain the highest grooming standards when attending lessons, and during clinic. Students are constantly assessed on their grooming, which can affect final marks.

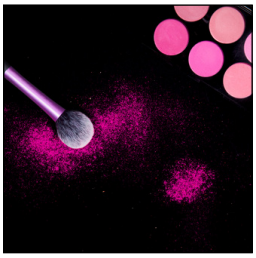
1) Student uniform to be worn at all times including theory lessons. This must be full uniform and worn as a complete outfit. The uniform is not to be mixed with other pants and tops.
2) Flat, soft, rubber soled, navy or black court shoes to be worn with uniform at all times, no high heels or open shoes. Shoes must be plain and kept polished at all times.
3) A navy blazer or navy cardigan can be purchased economically from Millers Fashions which can be worn in winter
4) Odd jumpers, cardigans slacks etc are definitely not allowed
5) Hair longer than chin length must be tied back at all times with a navy scrunchie or ribbon. Hair must be very classically groomed, no loose hair around face, or sticking out of scrunchie. Ribbons, scrunchies should be navy.
6) Makeup must be applied and worn to all lessons and clinic
7) Nails must be short and well manicured at all times
8) Jewellery must be discreet, two small earrings as a maximum in ears. No large rings, bangles etc
9) All tattoos must be covered
10) Smokers ensure teeth are brushed and breath freshener is used after lunch break before treating other students or clients
11) **Students are NOT permitted to smoke in uniform**

Personal Hygiene

Please shower every day, use deodorant, ensure hair is always clean, wash uniform and underwear every night. Be aware of unpleasant odours as you are working in very close proximity with people.

OTHER POLICIES

Student Rights and Expectations



Social Media Bullying

Bullying is any behaviour towards another that is offensive, abusive, belittling, intimidating or threatening - regardless of whether this is face to face, indirectly, or via social media. Cyber bullying is a form of harrassment carried out through an internet service such as an email, a public or private chat group, instant messaging and public posts through web pages like Facebook and multimedia apps such as Instagram and Snapchat.

The Academy believes every person within its community has the right to participate in an environment that is safe and healthy, and to be treated with respect, dignity and fairness. The Academy expects those who are part of its community, when using social media, show courtesy and respect to others. It should not be used to abuse others, expose them to offensive or inappropriate content or to disrespect the Academy or members of its community.

To this end, the Academy has developed the following policy to provide direction for employess and students when participating in social media activities

Social Media Use

When using social media, students are expected to:

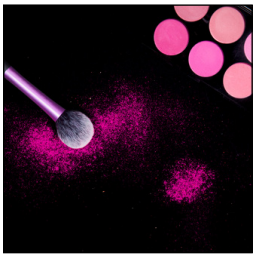
- Demonstrate appropriate personal and professional behaviour
- Consider whether what is posted reflects on your professional and personal character, and how it could affect the welfare of others
- Ensure your online behaviour reflects the same standards of honesty, respect and consideration that a person uses when communicating face-to-face
- Respect the rights, privacy and confidentiality of others
- Ensure all content published online is accurate and not misleading
- Not post material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, violent, racist, sexist, homophobic, pornographic, infringes copyright or is otherwise unlawful, or may cause damage to the Academy's reputation or bring it into disrepute
- The posession or publishing of inappropriate photos containing underaged students carries a criminal charge as outlined by federal law

Even with privacy settings, what a person says online should be in keeping with the expectations outlined above. A private conversation may still end up being shared into a more public domain. As such, a person is always responsible for what they post as students of the Academy regardless of circumstances of intention.

Any breach of this policy will be considered as serious. All reports of cyberbullying and other technology misuses will be investigated and may result in a notification to Police depending on the severity of the incident.

OTHER POLICIES

Student Rights and Expectations



Student sanctions may include, but are not limited to exclusion from the Academy. It is important that students be aware that in certain circumstances where a crime has or may have been committed, they may be subjected to a criminal investigation by Police over which the Academy will have no control and is not liable for.

Behaviour Standards for Industry Experience Program

Students undertaking industry experience with a host salon, spa or medical/skin practice are in a position of trust and are required to behave accordingly.The student is to respect the nature of the relationship and behave as a model staff member throughout the activity. This means confining themselves to the area of and duties for which they are assigned, unless otherwise directed by the host employer. The student is not to enter into any different arrangements with the host employer during the course of industry experience without the specific approval of The Academy.

Chewing Gum

Chewing of gum while at college is not permitted.

Smoking

Smoking is not permitted at any campus. The Academy reminds students that the smell of smoke can detract from the quality of an experience for the client. Smoking is also not permitted whilst a student is wearing uniform or can be easily identified as a student of the Academy.

For students who find it necessary to smoke, they should use a legally designated smoking area. Smokers are to ensure that all butts or other debris are placed in the receptacles provided and that the utmost care is taken to maintain personal hygiene including washing your hands, brushing your teeth and being aware of how you smell after smoking.

Food

No food is permitted in te classrooms without special approval.

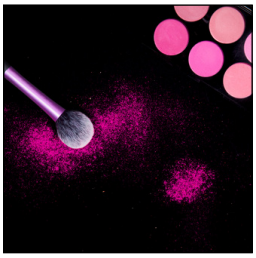
Mobile phones

During class times mobile phones MUST remain in student bags in the locker area. Mobile phones must be switched off or set to silent (no vibration) to avoid disturbance of staff and other students.

Phone calls, text messages and other forms of mobile communication are not to be answered during class. Urgent phone calls can be taking at the reception and message will be relayed.

OTHER POLICIES

Student Rights and Expectations



Change of Address

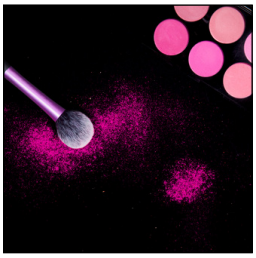
Students are required to notify administration immediately of any changes of assress or emergency contacts. Failure to provide this information can cause serious problems in the event of an emergency. Students have the opportunity to make ammendments on feedback sheets at the conclusion of a unit.

Facebook

The Academy has an internal Facebook and Moodle messaging program where we endeavour to keep you up to date with relevent topics. This also includes job opportunites.

OTHER POLICIES

Work Health and Safety [WHS]



The Academy adheres to all WHS legislation and regulations. Staff and students are informed of the WHS requirements and responsibilities during induction and orientation sessions and are required to know aspects of WHS by way of building evacuations, fire drill, what to do in the case of hazardous material spills and other safety matters. The Academy aims to protect the health, safety and welfare of students and staff by implementing general WHS procedures that are to be observed by all personnel. The Academy emphasises that WHS is everybody's responsibility. All personnel are briefed on WHS procedures regularly and appropriate drills are carried out. Where outside training venues are hired then The Academy ensures in the contracts that all WHS policies and procedures are in place. The Principal and Trainers are responsible for the implementation of WHS policies.

Additional WHS requirements, including the strict adherence to health and hygiene regulations are included in various units of the students Beauty Therapy Training.

Because of The Academy's strict policy on WHS and health and hygiene throughout its premises and salons, staff is required to monitor on a daily basis the safety and functioning of equipment as well as general hygiene and cleanliness.

Staff and students are constantly reminded that WHS matters are the responsibility of everyone. If any problem arises about WHS, it must be reported to management immediately.

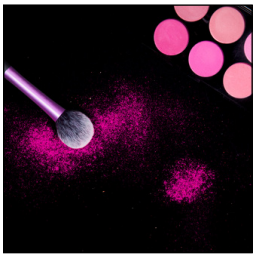
WHS is one of the first units covered and at that time you will learn of evacuation procedures and fire drill and be shown where fire extinguishers are.

This will also include:

- Emergency evacuation arrangements and know who the evacuation Warden is
- What to do in the case of fire or emergency and know who to inform should it be necessary
- Where the fire extinguisher is located
- The quickest and safest exit points from all aspects of the building and understand the evacuation plan
- Where the first aid kit is and who is the first aid officer.
- The roles and responsibilities of each person in this workplace
- Possible hazards in the workplace and my responsibility of reporting anything that may be a health or safety issue. This includes but is not limited to:
  - Infection control
  - Importance of thorough room cleaning throughout and during day
  - Importance of correct sanitisation and sterilization at all times
  - Slippery floors and the importance of immediately cleaning any spills, including massage oil, creams water etc
  - Correct labelling of all bottles jars,
  - Frayed cords and electrical equipment not working

OTHER POLICIES

Work Health and Safety [WHS]



- My responsibilities in lifting heavy items to prevent injury
- Where the injury book is, know how to record an injury and who to report this to
- Where signage is kept for wet floors etc, and know when and how to use these
- Where the MSDS sheets are located and how to use them
- Importance of providing The Academy with current next of kin contact details
- Importance of providing updated my contact details to ensure they are correct
- Providing my Trainer with details of relevant medical history eg: allergies etc, and have provided the treatment plan if required
- The requirements of the skin penetration act
- Students responsibilities of performing treatments that ensure safety of client and therapist at all times
- Requirements for participating in environmentally sustainable workplace and that I am required to turn off lights whenever room not is use, minimise waste of product, minimise waste of water, minimise waste of electricity, minimise waste of paper.
- Abide by the grooming standards, hair, makeup, clean uniform, cardigans, and shoes.
- Never ever be under the influence of alcohol or drugs at The Academy
- The policies on harassment and bullying
- No running throughout the premises
- Spills to be cleaned up immediately

Participate in environmentally sustainable work practices

It is every students responsibility to look after the environment and use work practices that help sustain the environment.

We can do this by:

- Turning off light switches whenever possible
- Recycling waste
- Minimising water usage
- Not putting chemicals or dangerous liquids down drains
- Using biodegradable cleaning products
- Minimising paper usage – using electronic methods where possible
- Minimising wastage of products

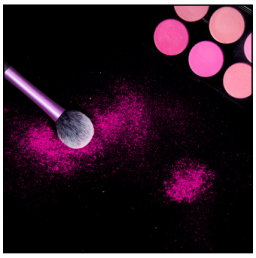
We ask every student to be aware of our policies regarding environmentally sustainable work practices.

Public Risk Insurance

The Academy has Public Risk and Liability Insurance through Marsh, policy LPS010121023- 2912390

OTHER POLICIES

Academic Integrity Policy



Context

A key objective of Australian Academy of Beauty Dermal and Laser is to foster integrity in the pursuit of knowledge and to produce graduates with a strong sense of professional ethics. It is the shared responsibility of the whole academy community to create an intellectual environment where academic honesty, critical judgment, and independent scholarly learning are well understood and highly valued.

Students have an obligation to work independently and apply scholarly academic conventions in assessments and other forms of assessment tasks. Teaching staff have an obligation to educate their students in studying ethically and understanding the policies that govern academic integrity.

Any form of cheating, plagiarism or collusion, or other forms of dishonesty, devalues the quality of student learning and undermines the academic standards of the academy.

There are serious consequences for students who do not act honestly and with integrity during their studies.

Definitions

Academic integrity: the embodiment of the values of honesty, trust, fairness, respect and responsibility in scholarship.

Exclusion: the cancellation of a student's enrolment in their course and the termination of their rights and privileges as a student of the Academy including the right to re-enrol in their course or be admitted to another course, for a defined period (two years). An excluded student may apply for re-admission to any Australian Academy of Beauty Dermal and Laser courses according to the enrolment policy at the expiration of the exclusion period.

Expulsion: the permanent exclusion of a student with no right to re-apply for admission.

Procedural fairness: a fair and proper procedure appropriate to the circumstances, where decisions are made without bias and are supported by evidence and communicated with reasons.

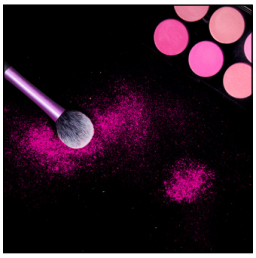
Suspension: the cancellation of a student's enrolment and the withdrawal for a specified time of the rights and privileges of a student, including the right to re-enrol as a student. Unless otherwise advised, the student has the right to recommence their studies at the end of the suspension.

Scope

This policy applies to all students enrolled in one or more courses at Australian Academy of Beauty Dermal and Laser.

OTHER POLICIES

Academic Integrity Policy



Principles

This policy reflects the following principles:

1. academic honesty and integrity in assessment practices are fundamental to the nature of learning and quality at all education levels;
2. all students and staff have an obligation to respect the rules and practice of academic honesty and integrity, and uphold the high academic standards of the Academy;
3. students will be provided with induction, and on-going guidance and support in understanding academic conventions and the requirement for independent learning;
4. the procedures for addressing academic misconduct will be applied fairly and consistently, exhibit procedural fairness and will take into account the extent and type of academic misconduct, student's stage in the course, and any history a student has in breaching this policy; and
5. current best practice will inform the regular review of this policy and related procedures.

Academic misconduct

Academic misconduct takes place when students act dishonestly in an assessment task or assessment in order to gain an unfair advantage for themselves or other students. Acts of academic misconduct are considered to be misconduct as defined under our conduct policy.

Examples of academic misconduct include:

Plagiarism

Plagiarism occurs when a student submits work for assessment which includes the words or ideas of others without appropriate attribution or reference to the original author. Students must make themselves aware of acceptable referencing practices as plagiarism is considered a serious breach of academic integrity principles.

Some examples of plagiarism are:

- direct copying of sentences, paragraphs or other extracts from someone else's work without appropriate acknowledgement. Such work includes published or unpublished documents, designs, sounds, images, photographs and films, data and computer code;
- paraphrasing someone else's work without acknowledgement by way of reference to the original work; and
- using facts, information and ideas directly derived from an identifiable source without acknowledging the source.

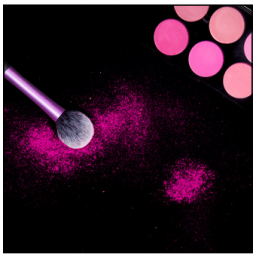
Cheating in assessments

Cheating in an assessment includes any action or attempted action designed to gain an unfair or dishonest academic advantage. For example, cheating occurs when students:

- have access to unauthorised material during the assessment;
- sit an assessment on behalf of another student or permit another student to sit an assessment on their behalf;
- read, copy from or otherwise use another student's work, or knowingly allow another student to read, copy or otherwise use their work in an assessment;

OTHER POLICIES

Academic Integrity Policy



- assist any other student in completing their assessment, either directly or indirectly;
- accept assistance from any person during an assessment other than authorised staff; and
- inappropriately obtain prior knowledge of an exam's contents and/or expected answers.

The Academy's Assessment Procedures includes information about the conduct expected of students in assessments.

Collusion

Collusion occurs when there is unauthorised collaboration in the preparation and production of work for assessment which is presented as a student's own individual effort. Collusion includes:

- inappropriately assisting other students in the production of an assessment task;
- accepting inappropriate assistance in the production of an assessment task;
- submitting work which is the same, or substantially the same, as another student's piece of work for the same assessment task;
- submitting files to assignment sharing websites; and
- assisting another student to plagiarise material or cheat in an assessment.

Ghost writing

Ghost writing occurs where a person other than the student has authored, either wholly or in part, a piece of assessment and the student presents the assessment piece as if they themselves have wholly authored the assessment. The student does not have to have remunerated the third-party for ghost writing to have occurred.

Other forms of academic misconduct

There are many ways in which a student might attempt to deliberately gain an unfair advantage by dishonest means. Some examples are:

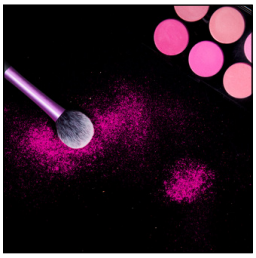
- submitting fabricated or falsified data as if they were genuine;
- inventing references, quotes or sources;
- submitting the same, or substantially the same piece of work for assessment in one or more different subjects; and
- falsely indicating attendance at an activity when attendance is an assessment requirement.

Responsibilities of students and staff

In general, a student must maintain the highest standards of honesty in all aspects of their scholarly endeavours in order to preserve the value and quality of their learning. They must not submit another person's work as their own, or submit work created with the assistance of others unless collaborative work is expressly allowed. All students must learn and observe the accepted academic referencing and other academic requirements of their field/s of study.

OTHER POLICIES

Academic Integrity Policy



Staff who assess students' work have a responsibility to educate students in appropriate referencing techniques and clearly explain what constitutes plagiarism, collusion and other forms of cheating.

Allegations and penalties for academic misconduct

All allegations of academic misconduct will be investigated by the Principal or delegate,and if substantiated will result in the provision of academic counselling and may result in penalties appropriate to the case. In a case where the conduct of the student prejudices the interests of other students or the integrity of the assessment scheme itself, the conduct will be referred for action under our conduct policy.

The following will be considered when determining the seriousness of an act of academic misconduct:

- type of academic misconduct;
- extent of academic misconduct;
- experience of the student;
- prior offenses, if any (this will include prior offenses in other courses at the Academy); and
- student's stage or level in the course.

An academic misconduct may be deemed minor or significant:

1. Significant - based on available evidence, an academic misconduct is deemed significant if it:

- is or appears to be deliberately planned, and/or
- is or appears to be substantial in scale or scope.

2. Minor – based on available evidence, any academic misconduct that is not deemed significant will be deemed minor.

Initial and minor academic misconduct

A first-time substantiated breach of this policy that is deemed minor will be recorded on the student's file and will result in the provision of academic counselling to ensure the process is an educative one for the student.

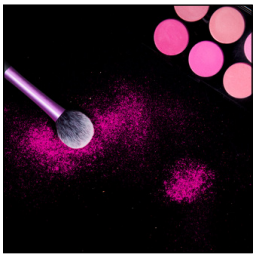
If deemed appropriate given the factors listed in this section, a penalty may also apply. This may be:

- a downgrade in the mark or an Unsatisfactory outcome for the relevant assessment item or task. The degree of academic misconduct should be considered when applying the penalty for initial breach of this policy. Any mark awarded will be based on the content of the submitted work that has not been part of the academic misconduct; or
- the student undertaking an alternative assessment task where the opportunity to plagiarise has been removed (e.g. an oral or invigilated individual assessment).

In describing the outcome of a substantiated case of academic misconduct, the student will be provided with notification that a subsequent finding of academic misconduct,regardless of severity, may result in a Not Yet Competent result of the relevant subject, suspension or exclusion.

OTHER POLICIES

Academic Integrity Policy



Initial and significant academic misconduct

A first-time substantiated breach of this policy that is assessed as significant will be recorded on the student's file and will result in the provision of academic counselling to ensure the process is an educative one for the student.

Given the significant nature of the breach, a penalty will also apply. One or more of the following penalties may be imposed:

- student to undertake an alternative assessment task where the opportunity to plagiarise has been removed (e.g. an oral or invigilated individual assessment);
- a downgrade on the mark or an Unsatisfactory outcome for the relevant assessment item or for the assessment task;
- a zero mark or Unsatisfactory outcome for the assessment task, but may be a more significant penalty with regard to the factors listed in this section; or
- a downgrade on the final grade in the subject.

In describing the outcome of a substantiated case of academic misconduct, the student will be provided with notification that a subsequent finding of academic misconduct, regardless of severity, may result in a Not Yet Competent result of the relevant subject, suspension or exclusion.

Second and minor academic misconduct

A second substantiated breach of this policy will be recorded on the student's file and will result in the provision of academic counselling to ensure the process is an educative one for the student.

Given the repeated nature of the breach, a penalty will also apply. One or more of the following penalties may apply:

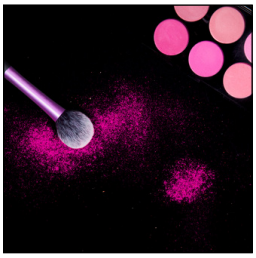
- student to undertake an alternative assessment task where the opportunity to plagiarise has been removed (e.g. an oral or invigilated individual assessment;
- a downgrade on the mark or an Unsatisfactory outcome for the relevant assessment item or for the assessment task;
- a zero mark or Unsatisfactory outcome for the assessment task, but having regard to the factors listed in this section may also be a more significant penalty; or
- a downgrade on the final grade in the subject.

In describing the outcome of a substantiated case of academic misconduct, the student will be provided with notification that a subsequent finding of academic misconduct, regardless of severity, may result in a Not Yet Competent result of the relevant subject, suspension or exclusion.

Note: a third instance of minor academic misconduct will be processed according to Second and significant academic misconduct, or subsequent breaches (see next section), regardless of the severity of the breach.

OTHER POLICIES

Academic Integrity Policy



Second and significant academic misconduct, or subsequent breaches

A second and significant substantiated breach of this policy or a breach of any kind for the third or more time will be recorded on the student's file and will result in one or more penalties.

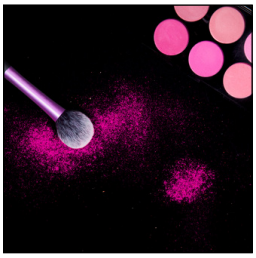
Given the repeated and/or significant nature of the breach, the penalty will be a Not Yet Competent outcome for the subject, but having regard to the factors may also be a more significant penalty, including but not limited to:

- a probationary period of up to two years, during which time any further breaches result in automatic exclusion;
- referral to the conduct policy with a recommendation of suspension for one or more study periods; or
- referral to the conduct policy with a recommendation of exclusion from the course.

Complaints and Appeals

Students dissatisfied with outcomes and penalties applied under this policy have access to the appeals process outlined in the Student Complaints Policy.

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 cåourse 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
   - Other required information

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) CEO discusses any special needs a student may have and puts appropriate plans into place.

12) CEO discusses any RPL or credit transfer applicable to course and details any reduction of hours on the “reduction of hours to due CT or RPL” form

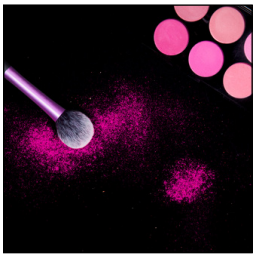
13) If under 18 years of age Signed parental consent forms for VSL must be provided to the academy prior to student applying for a VSL

14) Student receives confirmation of enrolment.

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

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

ENROLMENT PROCESS

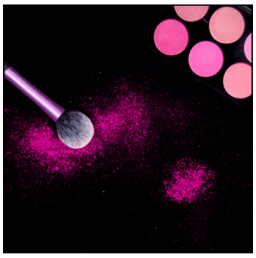


17) Student receives a username and password to VET Student Loan application an applies online after checking eligibility.

18) Student attends orientation session and meets Trainer.

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

APPLICATION FOR ENROLMENT



Personal information

Title: Family Name:

First Name: Middle Name:

Date of Birth: (DD/MM/YYYY): Telephone: (Mobile)

Email:

Unique Student Identification Number USI.gov.au:

Permanent Home Address:

Suburb: State: Postcode:

Uniform Size: 8 10 12 14 16 18 20

Gender: Female Male Other

Will you be over 18 years when you apply for your VET Student Loan?: Yes No

Emergency Contact Name: Telephone:

Email:

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?:

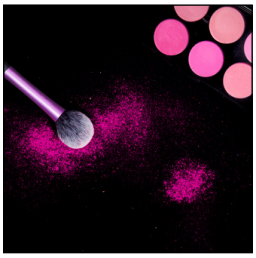
Are you of Aboriginal or Torres Strait Islander origin?:

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

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
☐ Statement 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

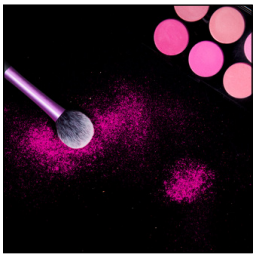
☐ Not employed, not seeking employment

Reason for study

☐ To get a job ☐ Develop a business ☐ Start a business ☐ Change career

☐ Get a better job ☐ Job requirement ☐ Learn new skills

APPLICATION FOR ENROLMENT



Course details

What course are you enrolling in?

The Beauty Business - Double Diploma of:

- ☐ SHB50115 - Diploma of Beauty Therapy
- ☐ SHB50216 - Diploma of Salon Management

IPL and Laser Courses:

- ☐ AABT60119 - Laser or IPL for Hair Reduction
- ☐ AABT50119 - Advanced IPL,Laser and Dermal Therapies

Beauty Courses:

- ☐ SHB50115 - Diploma of Beauty Therapy
- ☐ SHB40115 - Certificate IV in Beauty Therapy

Salon Management:

- ☐ SHB50216 - Diploma of Salon Management

Short Courses

- ☐ SHBBMUP001 - Apply Eyelash Extensions
- ☐ SHBBFAS001 - Provide Lash and Brow Treatments
- ☐ Brow Laminating and Henna Application
- ☐ Skin Needling and Hydro-Dermabrasion

Please nominate your attendance choice:

☐ Day classes ☐ Evening classes ☐ Distance learning ☐ Apprenticeship

What are your preferred attendance days?

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

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

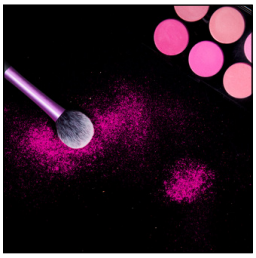
Course location:

- ☐ Bella Vista
- ☐ Rockdale
- ☐ North Strathfield

Starting date of course: _____

APPLICATION FOR ENROLMENT

Payment Options*



☐ **Option 1**

The Beauty Business – utilizing VET Student Loans	**$ 26,794.00**
SHB50115 Diploma of Beauty Therapy	$ 16,077.00
(Fully covered by VET Student Loans)	($16,077.00)
and	
SHB50216 Diploma of Salon Management	$ 10,717.00
(VET Student Loan available for qualifying students)	($10,717.00)
Student Contribution (Academy interest free loan)	$ NIL

☐ **Option 2**

The Beauty Business – no VET Student Loans	**$ 26,794.00**
SHB50115 Diploma of Beauty Therapy	$ 16,077.00
and	
SHB50216 Diploma of Salon Management	$ 10,717.00
Student Contribution (Academy interest free loan)	$ 26,794.00
☐ I would like to pay weekly	$ 562.00 (48 payments)
☐ I would like to pay fortnightly	$ 1,124.00 (24 payments)

☐ **Option 3**

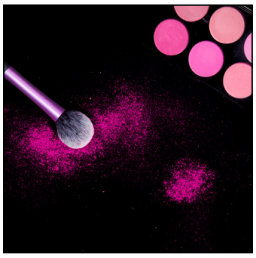
SHB50115 Diploma of Beauty Therapy	**$ 22,077.00**
(Utilizing VET Student Loans)	
SHB50115 Diploma of Beauty Therapy	$ 22,077.00
(VET Student Loan available for qualifying students)	($16,077.00)
Student Contribution (Academy interest free loan)	$ 6,000.00
☐ I would like to pay weekly	$ 125.00 (48 payments)
☐ I would like to pay fortnightly	$ 250.00 (24 payments)
☐ I would like to pay monthly	$ 500.00 (12 payments)

☐ **Option 4**

SHB50115 Diploma of Beauty Therapy	**$ 22,077.00**
(No VET Student Loans)	
SHB50115 Diploma of Beauty Therapy	$ 22,077.00
☐ I would like to pay weekly	$ 460.00 (48 payments)
☐ I would like to pay fortnightly	$ 920.00 (24 payments)

APPLICATION FOR ENROLMENT

Payment Options*



☐ **Option 5**

AABT60119 Laser or IPL Hair Reduction - Current Student	**$ 5,000.00**
(Not eligible for VET Student Loans)	
☐ I would like to pay weekly	$ 105.00 (48 payments)
☐ I would like to pay fortnightly	$ 209.00 (24 payments)
☐ I would like to pay monthly	$ 417.00 (12 payments)
Note: external students	**$ 7,500.00**

☐ **Option 6**

AABT50119 Advanced IPL, Laser and Dermal Therapies	**$ 3,000.00**
☐ I would like to pay weekly	$ 62.50 (48 payments)
☐ I would like to pay fortnightly	$ 125.00 (24 payments)
☐ I would like to pay monthly	$ 250.00 (12 payments)

☐ **Option 7**

SHB50216 Diploma of Salon Management	**$ 10,717.00**
(Utilizing VET Student Loans)	
(VET Student Loan available for qualifying students)	($10,717.00)

☐ **Option 8**

SHB50216 Diploma of Salon Management	**$ 10,717.00**
(No VET Student Loans)	
Student Contribution (Academy interest free loan)	$ 10,717.00
☐ I would like to pay weekly	$ 223.30 (48 payments)
☐ I would like to pay fortnightly	$ 446.60 (24 payments)
☐ I would like to pay monthly	$ 932.20 (12 payments)

☐ **Option 9**

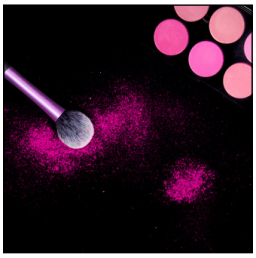
SHB40115 Certificate IV in Beauty	**$ 18,750.00**
Student Contribution (Academy interest free loan)	$ 18,750.00
(If enrolling as a beauty therapy apprentice this training is subsidised by the NSW government, there is no charge for training)	
☐ I would like to pay weekly	$ 391.00 (48 payments)
☐ I would like to pay fortnightly	$ 781.00 (24 payments)

☐ **Option 10**

SHB60118 Advanced Diploma of IPL and Laser for Hair Reduction	**$ 10,000.00**
Student Contribution (Academy interest free loan)	$ 10,000.00
☐ I would like to pay weekly	$ 417.00 (24 payments)
☐ I would like to pay fortnightly	$ 833.50 (12 payments)

APPLICATION FOR ENROLMENT

Payment Options*



SHORT COURSES

☐ **Option 1**

SHBBMUP001 Apply eyelash extensions	**$ 2,250.00**
☐ I will pay $1000 deposit and three additional payments of $417 for three months	

☐ **Option 2**

SHBBFAS001 Provide lash and brow treatments	$ 550.00
☐ I would like to pay upfront	$ 550.00 (1 payment)
☐ I would like to purchase the full Lash & Brow Kit	$ 275.00 (1 payment)

☐ **Option 3**

Brow Laminating and Henna Application	**$ 750.00**
☐ I would like to pay upfront	**$ 750.00 (1 payment)**
☐ I would like to purchase a Henna Kit	**$ 300.00 (1 payment)**
☐ I would like to purchase a Brow Lamination Kit	**$ 150.00 (1 payment)**

☐ **Option 4**

Skin Needling and Hydro-Dermabrasion	$ 1,250.00
☐ I would like to pay upfront	$ 1,250.00 (1 payment)
☐ I would like to purchase the dermal pen	**$ 995.00 (1 payment)**
☐ I would like to purchase the Hyluronic Acid	**$ 150.00 (1 payment)**
(Pre-requisite Unit - Maintain Infection Control	$ 500.00)

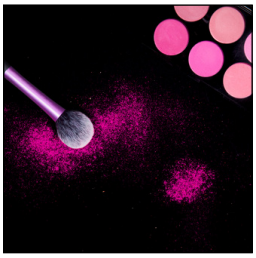
*Please Note: These Fees and charges are for the 2021 Cohort and may change for further intakes. Please refer to website for current prices.

APPLICATION FOR ENROLMENT

Payment options

Between: the Australian Academy of Beauty Dermal and Laser
(Australian Academy of Beauty Dermal and Laser P/L RTO 90094)
and:
Student's name:

Address:

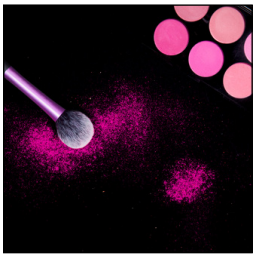


Name of Course:

- ☐ SHB50115 - Diploma of Beauty Therapy
- ☐ SHB50216 - Diploma of Salon Management
- ☐ AABT60119 - Laser or IPL for Hair Reduction
- ☐ AABT50119 - Advanced IPL, Laser and Dermal Therapies
- ☐ SHB40115 - Certificate IV in Beauty Therapy
- ☐ SHBBMUP001 - Apply Eyelash Extensions
- ☐ SHBBFAS001 - Provide Lash and Brow Treatments

Short Course:

APPLICATION FOR ENROLMENT



Australian Academy of Beauty Dermal and Laser Pty Ltd, RTO 90094 is responsible for the training and assessment services being provided and for the issuances of any AQF certificates and Statements of Attainment.

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.

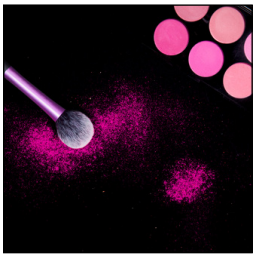
The Academy will adhere to all standards for Registered Training Organisations, maintain Fit and Proper Person and financial viability requirements and maintain legislative requirements.

The Academy will also:

- 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
- Provide 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

APPLICATION FOR ENROLMENT

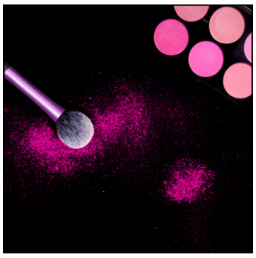
Training Agreement & Declaration of Understanding



- Recruit 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
- Recognise the rights of all students, abides by the anti-discrimination and equal opportunity regulations and ensures all students also abide by these laws
- Treat 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
- Provide a grievance handling procedure that is fair and just
- Encourage student feedback at every stage of the course which is acted on for continuous improvement
- Provide students with the latest and most relevant beauty therapy techniques reflecting industry needs, with the latest facilities and equipment in a safe, healthy environment
- Undertake to work as a team, and understand and respect the contribution of each team member
- Strive 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 by email through Wisenet within 20 days if there be significant changes to the Academy's operation including changes to onsite delivery, or changes to how a course is to be delivered by email through Wisenet. Students will also be notified if there is a change of ownership, or senior management. Students will be asked to acknowledge receipt of this notification by return email which is saved automatically to their files in Wisenet.

APPLICATION FOR ENROLMENT

Training Agreement & Declaration of Understanding

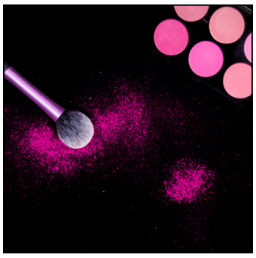


The Student agrees to attend the college on the scheduled days, complete required assessments and abide by The Academy's rules and regulations and makes the following declaration:

- I have read and understood the contents of the Australian Academy of Beauty Dermal and Laser 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, including my student expectations and responsibilities as listed below.
- 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.
  - 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

APPLICATION FOR ENROLMENT

Training Agreement & Declaration of Understanding



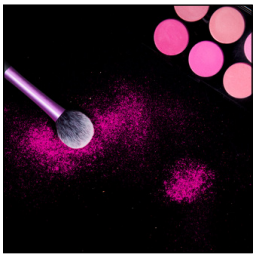
- Student grievance handling
- Fees and charges
- including options for paying including payment up front, a loan through VET Student Loan scheme or quarterly payments or combination of first two options
- I also understand other fees not covered with VET Student Loan including uniform, and making up classes or re-assessment.

VET Student Loan

- A VET Student loan will not be approved for students who do not meet eligibility requirements. A VET student loan gives rise to a HELP debt that continues to be a debt to the Commonwealth until it is repaid.
- 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
- 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;
- 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.

APPLICATION FOR ENROLMENT

Training Agreement & Declaration of Understanding



- 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
- I am aware of my consumer rights
- Tuition assurance arrangements
- Review procedures for re-crediting a Fee help balance

Other Policies

- 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
- WHS requirements including students' responsibilities for cleaning and sanitizing
- Work experience expectations
- I give permission for the Australian Academy of Beauty Dermal and Laser 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. Cancellations must be in writing.

Privacy Statement and VET Data Use Statement

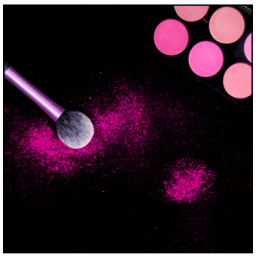
The information collected in this form is required to facilitate your enrolment and will be handled and stored in line with the Australian Academy of Beauty Dermal and Laser's Privacy and Personal Information Procedures. The Academy reserves the right to verify any of the details you have provided on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

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Australian Academy of Beauty Dermal and Laser Pty Ltd is required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training.

APPLICATION FOR ENROLMENT

Training Agreement & Declaration of Understanding



This information may be collected from you, your parent or guardian, such as your name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).

Your Personal Information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by Australian Academy of Beauty Dermal and Laser Pty Ltd for statistical, regulatory and research purposes.

Australian Academy of Beauty Dermal and Laser 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.

This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

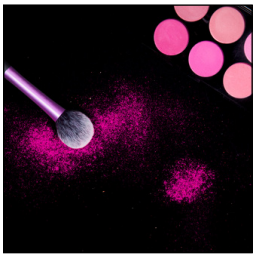
- Issuing a VET statement of attainment or VET qualification and populate authenticated VET transcripts;
- Facilitate statistics and research relating to education, including surveys and data linkage;
- Pre-populate RTO student enrolment forms;
- Understand how the VET market operates, for policy, workforce planning and consumer information; and
- Administer VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. 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 Australian Privacy Principles, the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website Privacy Policy.

APPLICATION FOR ENROLMENT

Training Agreement & Declaration of Understanding



The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law.

I also acknowledge and agree that the Department may contact me by telephone email or post during or after I have ceased training with Australian Academy of Beauty Dermal and Laser for the purposes of evaluating and assessing my subsidised training.

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

Documents to be included:

The following documents must be submitted with your enrolment forms if you are applying for a VET Student Loan. Please tick to say they are included. Enrolments cannot be considered unless all documents are present.

- 1) Copy of current passport or Australian birth certificate with at least one parent born in Australia
- 2) Copy of HSC certificate or Certificate IV or Higher or results of LLN test (if applicable)
- 3) USI number (obtained from usi.gov.au)
- 4) Tax file number
- 5) Vet student loans parental consent forms if under 18 years of age

APPLICATION FOR ENROLMENT

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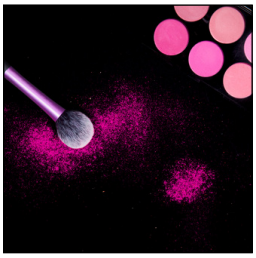

Declaration

- I hereby apply for enrolment in the Australian Academy of Beauty Dermal and Laser and declare that the information I have provided in this form is true and 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 and the Standards for Registered Training Organisations 2015 and I consent to the collection, use and disclosure of my personal information in the manner outlined above.
- I declare I have read and understood the training agreement.

Name:

Signature:

Parent's Name:

Parent's Signature:
if under 18 years

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

Staff Member's Signature:

Date: